

LCMHS



Annual Report

GET TO KNOW YOUR BOARD MEMBERS

READ ABOUT WHAT OUR DEPARTMENTS ARE DOING FOR OUR COMMUNITY.

CELEBRATE THE SHIRLEY HAYDEN AWARD NOMINEES AND FINALISTS

2024





Agenda

LCMHS

Board of Directors
Annual Meeting

5:00
PM

Welcome!

Jennifer Stratton



Opening Remarks

Zach Williams

DS

Developmental Services

Speaker - Thorin Bingham

ABH

Adult Behavioral Health

Speaker - Brent Morrisette



Children Youth and Family Services

Speaker - Hunter Sleeper & Amanda Boyce, Letter - Brandi



Shirley Harden Award | Nominees & Finalists

Jennifer Stratton



Community Partner Award

Jennifer Stratton

7:00
PM
-
7:15
PM

Election of Directors & Discussion of Article VI Section 6.2

Discuss proposed motion to change Article VI Section 6.2: NO Director shall serve more than nine consecutive years on the board without an interval of one year. The intent of this motion is to discuss longer terms than nine consecutive years. Public input is welcomed.



Closing Remarks

Susan Kimmerly



72 Harrel St, Morristown, VT 05661
Main Office: Conference Room A&B
or Join us via Microsoft Teams

Meet The **BOARD OF DIRECTORS**



Zach Williams

President



Susan Kimmerly

Vice President



Geoff Lindemer

Treasurer



Mary Anne Lewis

Secretary



Stacey Madden

Member



Saudia Lamont

Member



Cindy Morin

Member



Joseph 'Chip' Troriano

Member



Mike Feulner

Member



Zach Williams

LCMHS Board President

As we reflect on the past year, I want to extend my heartfelt gratitude to each member of the LCMHS Team for your unwavering dedication to improving the independence and quality of life for those we serve. It is truly inspiring to witness how our programs are woven into the fabric of our community, helping our neighbors navigate through challenges every day.

This year was my last as Board President, which is a role I have held off and on during my tenure on the Board. As I transition, I have taken time to reflect on all of the change I have seen at LCMHS, in the DA system, and ultimately the Community and the World we are living in during my tenure as an LCMHS Board Member. I feel immense pride in how the agency has evolved, despite all the changes and challenges we have faced. While we have made significant strides, we also face ongoing challenges—most notably in our financial stability and staffing shortages. These issues have led to difficult decisions, including the closure of one of our programs last year. However, the commitment and resilience of our staff ensure that we continue to provide essential, person-centered services to our community.

cont.

Zach Williams

LCMHS Board President

The strength of LCMHS lies in our remarkable team. Despite the obstacles, your dedication to supporting individuals and families has been nothing short of extraordinary. Together, we have worked diligently to fulfill our mission of providing quality developmental and behavioral health to the Lamoille Valley area, enhancing independence and quality of life.

As we look forward to the coming year, it is crucial for us to reflect on how we can enhance our collective responsibility to ensure every person can access the services they need. The Board remains committed to collaborating with our local and state partners to address the growing demand for services, workforce recruitment challenges, and financial stability of the agency. We are optimistic that our recent efforts to recruit new Board members and strengthen our governance will provide the support necessary for a sustainable future.

I want to express my deepest appreciation for our Board members, committee volunteers, donors, and community partners for their critical support. A special thank you goes out to our dedicated staff, whose relentless efforts make a tangible difference in the lives of those we serve. Lastly, I extend my gratitude to our clients, who continue to place their trust in us.

As we approach the next year, let's continue to support one another and strive for excellence in our mission. Together, we can navigate the challenges ahead and work towards a brighter future for LCMHS and the communities we serve.

A handwritten signature in blue ink that reads "Zach Williams". The signature is written in a cursive, flowing style.



Jennifer Stratton

CEO of LCMHS

Dear Friends of LCMHS,

I am about to complete my first year as Chief Executive Director of LCMHS. I feel tremendous pride for the work that we do. Lamoille County Mental Health Services programs are woven into our community. We help our neighbors maneuver through all kinds of situations. We are pleased to present our FY24 Annual Report highlighting our programs and supports. Among the pages that follow, you will find client stories, informative numbers, program highlights, a financial overview, and more.

LCMHS is one of the smallest Designated Agencies in the State. When I walked into the job of CEO, LCMHS was in and continues to be in a very difficult financial picture. Over the past ten months, we have worked hard, looking at necessary changes for LCMHS long term financial stability. While there continues to be many challenges in our work and the financial picture, the good that happens every day and the care and support our community receives around the clock is nothing short of extraordinary. This is the result of remarkable and talented staff whose continued commitment helps people access person-centered services, stability, and recovery throughout the year.

cont.

Jennifer Stratton

CEO of LCMHS

As we are soon to embark on the close of calendar year 2024, it provides us the opportunity to reflect not only on how we did in meeting our Mission and Vision, but also how we can improve our shared responsibility to ensure that every person can access needed services. I must acknowledge that we did have to close a program down last year due to financial challenges. In all areas of our organization, we continue to be short staffed. While our team works to minimize impacts, these challenges are difficult for the individuals and families that we serve. LCMHS remains committed to collaborating with our local and state partners to solve difficult challenges such as increased demand for services, workforce recruitment challenges, and financial challenges.

I want to thank our board members, standing committee members, our donors, and partners for their ongoing and critical support, agency leadership and staff for their relentless work. It takes all of us to be able to achieve our mission and vision. I would also like to thank the clients, who continually entrust their care with us.

Best,

Jennifer

A handwritten signature in blue ink that reads "Jennifer Stratton". The signature is written in a cursive, flowing style.

Meet The SENIOR LEADERSHIP TEAM

**Jennifer
Stratton**
Chief Executive
Officer



**Amy
Fitzgerald**
Director of HR,
Safety & Compliance



**Derek
Hoy**
Chief Financial
Officer



**Savi
Van Sluytman**
Chief Financial
Officer



**James
Eby**
Quality Director



**Chrissy
Henshaw**
Grants Manager



Meet The **SENIOR LEADERSHIP TEAM**

**Robyn
Daley**
CYFS Division
Director



**Meg
Bickerstaff**
Adult Behavioral
Health Director



**Katy
Kuchta**
Developmental
Services Director



**Ember
Power**
Emergency
Services Director



**Mark
McGee**
Medical Director



LCMHS
SLT

2024

By The Numbers

SERVICES PROVIDED

Adult Mental Health	6542
Community Rehabilitation & Treatment	10818
CYFS Mental Health	16175
Developmental Services	51145
Emergency Services - Pre-Admit	101
Interim Eligibility - Pre-Admit	611
Residential - CRT	24477
Residential - Emergency Services	1741
SBS	12350

PEOPLE SERVED

Adult Mental Health	769
Community Rehabilitation & Treatment	243
CYFS Mental Health	835
Developmental Services	350
Emergency Services - Pre-Admit	43
Interim Eligibility - Pre-Admit	371
Residential - CRT	23
Residential - Emergency Services	7
SBS	244

Road Trip Down MEMORY LANE



📍 **First Stop: Employee Expressway**
Going the extra mile on the road to success!



GRANTS

GRANTS RECEIVED IN FY2024

USDA Rural Utilities Service Distance Learning and Telemedicine Grant **\$84,379**

LCMHS received a grant from the USDA to establish end-user sites across the county to provide high-quality telehealth services for our clients. This includes utilizing our four residential facilities and upgrading two existing clinic sites in Morrisville, while creating new sites in Cambridge and Stowe through a partnership with Lamoille Health Partners. Additionally, using grant funds we will upgrade our main clinic in Morrisville to ensure optimal telehealth services.

Home and Community-Based Services: Workforce Development, Care Model Innovation Pilots, and Infrastructure Improvements Grants **\$1,374,235**

LCMHS was awarded over \$1.3M in three sub-grant categories through the Home and Community-Based Services Grant program. We have spent 2024 implementing these projects, which have provided funding for a new roof at our main office, the purchase of two vehicles to be used to transport patients, professional development opportunities for LCMHS staff, and an innovative medical respite program through a partnership with Lamoille Community House.

GRANTS

DOJ Bureau of Justice Affairs Justice and Mental Health Collaboration Grant

\$538,988

In a highly-competitive round of funding, the U.S. Department of Justice awarded LCMHS a Justice and Mental Health Collaboration Grant. In partnership with the Morristown Police Department, LCMHS has begun implementing the grant program this year. The goal of this project is to create a pre-arrest diversion program and divert cases from the criminal justice system wherever appropriate by embedding a full-time Mental Health/Substance Use Crisis Worker within the Morristown Police Department who will be trained in de-escalation techniques, crisis intervention, suicide prevention, and safety planning. The grant also provides funding to establish a Certified Forensic Peer Support Program of individuals with lived mental health experiences who will be available to provide wrap around services to individuals with mental illness who reside in Lamoille County.

Looking Ahead to FY2025

LCMHS plans to expand our grants department to enhance our capacity for securing vital funding to support our mission. By actively applying for federal, state, and foundation grant funding opportunities, we plan to increase our resources, allowing us to grow our programs and better serve our community. This expansion will include using technology, including Artificial Intelligence, to increase our capacity to manage grant writing, reporting, and compliance, ensuring we can pursue a diverse range of funding opportunities and sustain our long-term impact.

Chrissy Henshaw

FINANCIAL REPORT

CURRENT FINANCIAL STATUS

LCMHS has faced some headwinds and challenging financial margins in recent years following the unprecedented COVID supports provided 2020 – 2021. The experience of LCMHS is consistent with the experience of our acute care hospitals across the state and a well-publicized study engaged by the Green Mountain Care Board. Other state DAs have experienced similar challenges.

Due to creativity and integration across the DA/SSA System of Care, LCMHS is meeting the challenges ahead with resolve and comprehensive leadership to sustain the agency and its value to Lamoille County communities.

cont.

FINANCIAL REPORT

Please note that FY 2024 financials are highly estimated and have not yet been audited. FY 2025 is presented as a high-level goal / pathway with basic assumptions made on current numbers. It should not be considered as a definitive budget or prediction for the future and has not been approved by the agency Board of Directors, the State of Vermont, or any such party. The presence of these numbers is purely for illustrative purposes that a pathway may exist for long-term viability and sustainability.

Also, Salary and Wages are noted as increasing 2% over current FY24 estimates, which have been lower than actual FY23 audited. These numbers should not be constituted as an indication of increase on actual rates of pay and is more driven on the navigation of position vacancies and strategic and innovative managerial restructuring concepts, involving partnerships across the DA/SAA System.

		GOAL FY 2025 6/30/2025	ESTIMATED FY 2024 06/30/2024	AUDITED FY 2023 06/30/2023	AUDITED FY 2022 06/30/2022	AUDITED FY 2021 06/30/2021
Revenue						
Total Revenue		25,000,000	23,365,131	20,865,142	19,447,527	18,205,264
Expense						
	Inc.					
Salary and Wages	2%	9,593,069	9,404,970	9,755,617	8,984,385	8,181,928
Fringe Benefits	10%	5,684,649	5,167,863	4,635,062	4,371,542	3,107,874
Program Expense	1%	4,473,650	4,407,537	4,462,226	3,710,802	3,311,778
Contractual Services	2%	3,864,887	3,807,770	3,029,219	1,929,940	1,545,795
Facilities	2%	423,685	417,424	494,528	363,882	311,939
General Operating Expense	2%	542,103	534,092	572,318	376,038	344,323
Travel Expenses	1%	415,781	409,636	376,037	290,378	247,950
Total Expense		24,997,825	24,149,292	23,325,007	20,026,967	17,051,587
Total Functional Revenue & Expenses		2,175	(784,161)	(2,459,865)	(579,440)	1,153,677
Margin %		0.0%	-3.4%	-11.8%	-3.0%	6.3%
Fringe %		59.3%	54.9%	47.5%	48.7%	38.0%

FINANCIAL REPORT

TANGIBLE FINANCIAL PROGRESS

LCMHS has been making significant strides and advancements in positioning the agency for the future, its leadership within the system of care, and its maintenance as an independent, community-based organization. Some of these advancements that will revolutionize business operations, efficiency, and growth include:

1. Upgrade of an antiquated accounting system to Sage Intacct
2. Integration of MyAvatar EMR / billing system to the new Sage Intacct system
3. Transition of agency payroll, timekeeping, and expense management to Paycom, with integration to the new Sage Intacct system.
4. Leveraging of system partnerships, including:

Northwestern Counseling and Support Services (NCSS) in Franklin / Grand Isle Counties who have helped to provide:

- Billing / Revenue Cycle cleanup and optimization, improving cash flow and efficiencies in the billing process.
- Data / analytics resources to meet the needs of quality, outcomes-based care
- Financial / CFO resources to integrate disparate systems and processes into a cohesive operational ecosystem, consistent with the DA/SSA system and broader positioning of the Vermont Care Partners network.

Savi Van Sluytman CPA, CGMA who has helped provide:

- Historic / conceptual experience with the agency (as previous CFO) to analyze accounting details, process, and procedures and support the scrutiny of agency financials
- Respect within the system of care and at the agency to leverage talent and resources to make sizable progress on a strong foundation for agency financial / business operations.

cont.

FINANCIAL REPORT

POSITIONING FOR THE FUTURE

With a unified vision for the future, LCMHS is positioned to embrace the needs of our communities and the changes in healthcare in our state. The model for broader collaboration and systemic support is intended to leverage the very best our agency and its unified system of care have to offer to maintain the strong resource that Lamoille County has relied on for generations.

We look forward to our continued work and service together and thank you for your support of our agency.

A handwritten signature in dark green ink that reads "Derek Hoy". The signature is written in a cursive, flowing style.

QUALITY

A TEAM EFFORT IN QUALITY

Quality Improvement at LCMHS continues to support improving the outcomes and efficiency of our services. We work with every division and service to monitor progress and share information about our work.

This year, LCMHS moved compliance tasks to the Quality Team, enhancing the connection between regulatory monitoring and reporting. In addition, this year the team began directly monitoring utilization to support our services with collecting case rate revenue.

We are focusing on automating our reports to make important data more accessible. This year, we've expanded our key performance indicator platform to give our staff quicker and easier access to information.

A handwritten signature in dark green ink that reads "James F. Eby". The signature is written in a cursive style with a large, stylized "E" and "y".

QUALITY

BY THE NUMBERS

In fiscal year 2024, LCMHS provided

124,022
services to



1,378 people
including



880 new
admissions in



12 programs
operated by



212 staff over
the course of



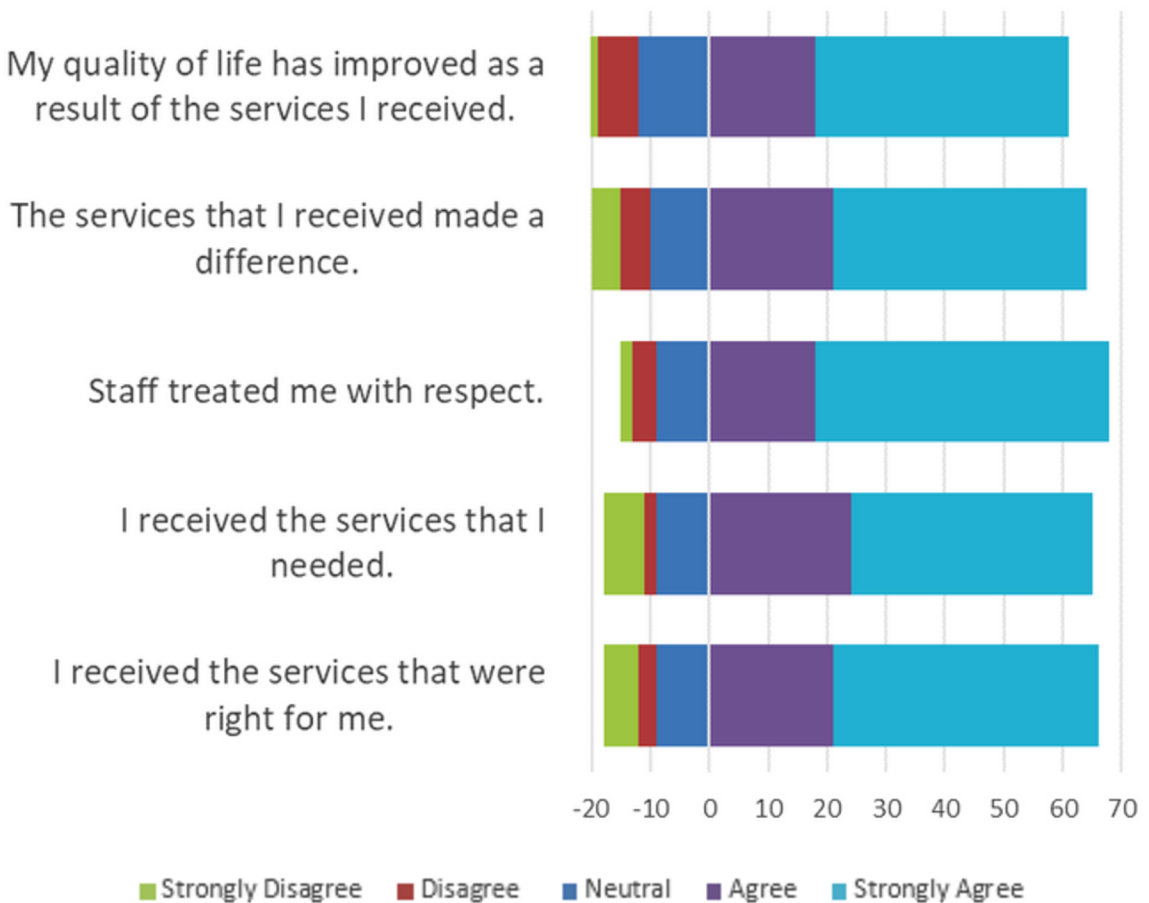
226,901
hours.



QUALITY

CONSUMER SURVEY

Every year, we survey people receiving our services. In fiscal year 2024, we recorded increased satisfaction with an improved response rate.



cont.

Road Trip Down MEMORY LANE



📍 Next Stop: Community Ct

It's a beautiful day in the neighborhood!



DS

DEVELOPMENTAL SERVICES

The Developmental Services Program at LCMHS strives to provide support those within our services with the highest level of person-centered support within their homes, community and work while overseeing their health and safety. We work diligently to listen to the needs that is unique to their life situations, disabilities and connect with each person for who they are in current time.

INDIVIDUALS SERVED

Home and Community Based Waiver	114
Bridge Program	30
Flexible Family Funding	43
Targeted Case Management	1
Total	188

cont.

DEVELOPMENTAL SERVICES

Developmental Services offers an array of supports to include: Service Coordination, Community Support, Employment Support, Clinical, Nursing, Targeted Case Management, Flexible Family Funding and Bridge Program. It is our hope to have staffing in the future to include our ITS House (Intensive Transitional Support) to those within in our system of care who may need additional, time limited support. We continue to need more passionate people to add to our teams to support the needs we have for Service Coordination and Community Integration Support.

The staff and contracted supports that are involved with support are an amazing group. I very much appreciate the time, dedication, perspectives, and willingness to go more than above and beyond in each of their roles. In some miraculous way, despite being short staffed, struggling to find the right fits for our open positions and look at facing them many changes with coming for in the next year I hear of goals being met, stories of success and figuring out of how to solve uniquely complicated situations. It takes everyone to figure out our daily puzzles!

In the next year we will be making many changes that are required within Payment Reform and Conflict of Interest Case Management. We will be learning to work with Case Management Entities that are not year identified and to be implemented from May to December of 2025 and a change to the work structure that has been in place since the close of the Brandon Training School. The change that we know will occur is that all Case Management Entities will be supporting what we are currently funded for within our Service Coordination and will hold about 40% of what is within current funding. Our work and collaboration will be changing, and we will continue to support all we serve around the changes coming.

DEVELOPMENTAL SERVICES

I am pleased to announce that once again our DS Supported Employment Team has met all outcome which provides a \$10,000 bonus. We have serviced 47 individuals with their employment goals. Our Supported Employment Program continue to exceed the average which within the FY23 fiscal year was an increase of 2% and to 62% and above the statewide average earning of 104%.

With our Cultural Linguistic Competency Grant consumers, parents and community partners were able to hold a panel around Ableism and in process of creating materials that can be disbursed for awareness. Other educational opportunities include the College Steps Program at Vermont State University Johnson location and the PGLL program allowing individual to share information about areas of life that they are passionate about.

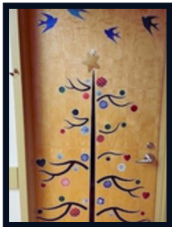
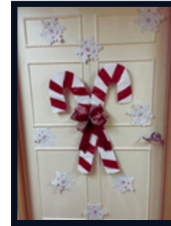
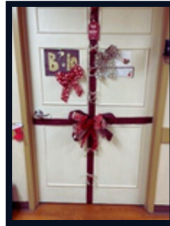
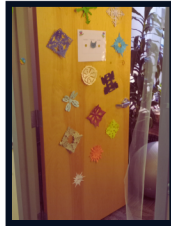
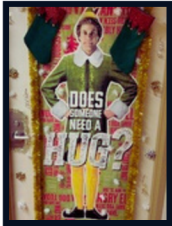
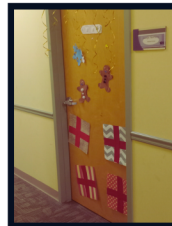
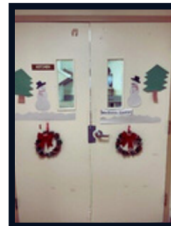
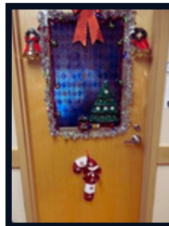
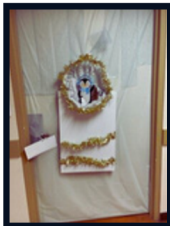
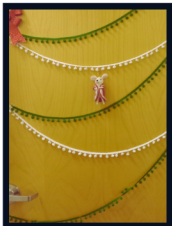
Our DS program currently has four students in the College Steps Program at Northern Vermont University in Johnson. A couple of these students are looking forward to their third and final year in the program when they will enter into internships with the end goal of securing a paid employment position that best suit their interests.

Our PGLL Program (Peer Growth and Lifelong Learning) continues to meet Wednesday afternoons at the Morrisville Library where they enjoy opportunities to connect with peers through client driven learning opportunities as well as involvement in community outreach and volunteering. There are around 10-15 clients and their staff that are involved on an ongoing basis that look forward to this weekly gathering!

A handwritten signature in green ink that reads "Katy Kuchta". The signature is written in a cursive, flowing style.

Road Trip Down MEMORY LANE

📍 Final Stop: Holiday Hwy
A-door-able Decor for the Holidays!



ABH

ADULT BEHAVIORAL HEALTH

The Adult Behavioral Health Division continues to serve our clientele with dedication, compassion, and creativity. LCMHS offers a wide range of services to adult clients, varying in intensity from very short-term case management to residential living placements. While staffing continues to be a serious challenge across programs, our teams are pulling together and working hard to meet the existing needs. We are building into our schedule times for programs like CPS, residentials (Copley House and Johnson Group Home), and the CRT/AOP teams to coordinate on cases and strengthen the relationships between programs.

In March, Meg Bickerstaff stepped into the role of ABH Director, and in July, new Emergency Services Director Ember Power replaced Monique Reil, who retired after over 30 years at LCMHS. In June, Kathie Hoodlet left her role as a CRT Case Manager to fill the position of embedded crisis worker with the Morristown Police Department and Lamoille County has already started seeing the benefits of police collaborating with mental health.

The Wellness Center, staffed by Peer Cadre workers, continues to offer WRAP services and peer supports including help with transportation, shopping, and activities of daily living. Peer Cadre workers have also started taking programming into Copley House, Johnson Group Home, and Oasis House, visiting weekly to connect with and support residents.

cont.

ADULT BEHAVIORAL HEALTH

The CRT Program will be undergoing significant changes on the administrative side in the coming years, as DAs around the state look toward becoming CCBHCs. While the changeover to CCBHC will be comprehensive, clients will continue to be supported with psychiatry, therapy, case management, and Peer Cadre as they have always been, and it is likely that new services will be added and connections to other provider in the community will be strengthened.

Housing remains a significant challenge across Vermont, and as the state reverts to housing supports that look similar to what existed before the pandemic, many more of our clients are facing challenges keeping safe and stable housing. LCMHS maintains close ties to other housing specialists in the community and is working to raise up the voices of those most harmed by the housing crisis to the legislature and power brokers in our community.

Supported Employment continues to serve clients who need support to find and be successful at jobs. Our Supported Employment program is currently a half-time position that shared with a half-time CRT Case Management position, and it takes referrals for adults receiving services from ABH. Changes in the funding structure of this program through HireAbility are expected to streamline billing and reimbursement for this program.

Oasis House, LCMHS's two-bed psychiatric crisis program, is serving clients despite significant staffing challenges. Oasis continues to serve a high-acuity step-down client and continues to be successful in helping that individual remain in a community-based setting.

A handwritten signature in green ink that reads "Meg Bickerstaff". The signature is written in a cursive, flowing style.

ES

EMERGENCY SERVICES

Lamoille County Mental Health Services (LCMHS) Mobile Crisis Team (MCT) responded to 421 individuals and provided a total of 2453 emergency services in FY 2024. This year, the need for mental health services has steadily increased. With the closing of the ASAP program last year, MCT has been involved in more situations that involve substance use, with less supports to refer to.

January marked the official start of the Enhanced Mobile Crisis response. The LCMHS MCT, along with the rest of the Designated Agencies in Vermont, started to partake in the Enhanced Mobile Crisis response. Under this initiative MCT, was able to hire two new Crisis Support/Peer Support team members. This allows crisis clinicians and peer support professionals to respond jointly to individuals in crisis, in the community. It also allows more ways to provide assessments, access to resources, and follow-up.

cont.

MOBILE CRISIS TEAM

This year marked long time MCT manager Monique Reil's retirement. Monique led MCT for many years and officially retired in July. LCMHS decided to make this management position into a director's position and Ember Power took the reins, becoming the director of emergency services. Within MCT, there are two peer support/crisis staff, six fulltime crisis clinicians, one substitute clinician, a clinician embedded with Vermont State Police in the Williston barracks and one embedded with Morrisville Police Department.

As the team gets used to new dynamics, they have hit the ground running and are busier than they have ever been. MCT hopes to be able to continue to grow, with possibilities of creating access to emergency therapy and emergency intakes on a regular basis.

Ember Power

CYFS

Robyn Daley

CHILDREN YOUTH FAMILY SERVICES



OUTPATIENT - MIRANDA YOUNG

REDWOOD - CHRIS YOUNG

SCHOOL BASED - KATINA IDOL

CHILDREN YOUTH FAMILY SERVICES

OUTPATIENT

The CYFS outpatient program has seen a lot of changes and shifts throughout this year. We started off the 23-24 school year with a very full staff of case managers and therapists as well as a fully staffed access program that included an access program manager. Throughout the year we experienced many staff changes, including losing one therapist, five case managers, and the access program manager. However, many of these employees did remain in the LCMHS agency transitioning positions and divisions for many different reasons; all of those were positive changes for the agency even if it meant challenges for the outpatient program.

Despite this challenge, the CYFS outpatient program, EPIC program, and the ECFMH program collectively served 461 clients and their families. We provided a diverse level of services which included consistent weekly services of case management, individual therapy, family therapy, community skills work, and crisis stabilization, a week of summer camp activities, and a week of intensive services to a small group of children through the EPIC program. These services were provided across settings including client homes, the community, the office, and childcare programs.

The program continued to work closely with community partners which included schools, the Lamoille Family Center, Department of Children and Families, and supported the JOBS program through the Lamoille Restorative Center. Working collaboratively with these partners allowed us to provide mental health services holistically across environments so that consistency could bring real change to our clients and their family's lives.

A handwritten signature in green ink that reads "Miranda Young". The signature is written in a cursive, flowing style.

CHILDREN YOUTH FAMILY SERVICES

REDWOOD

The Redwood Program continues to provide supports to children in our three surrounding school districts. This past year we had 1:1, 1:2, 1:3 and 2:1 contracts. Every child in The Redwood Program has the support of a Behavior Interventionist, Service Coordinator and a Behavior Consultant. Lead BIs and our Crisis Responder are also available.

As a team, we continue to work on expanding the services that we provide to children in The Redwood Program. We spent time this year reflecting on additional services that would benefit the youth we are working with. We have increased the number of children that have access to our life skills programming with a focus on activities of daily living, hygiene and cooking skills. Our life skills program provides a quiet, supportive environment outside of the school building. This setting has worked well for the children in Redwood that have this as part of their programming.

Summer camp consisted of a variety of fields trips and activities in both our immediate community, as well as other areas of Northern Vermont. The students that were a part of camp were able to provide feedback specific to their favorite parts of camp, as well as activities that they would like for us to incorporate into next year's summer programming. A few highlights recognized by both campers and staff was horseback riding, going to beaches at several different state parks, Jay Peak Waterpark and cooking days.

cont.

CHILDREN YOUTH FAMILY SERVICES

REDWOOD

Redwood supported a total of 30 students over the course of this past fiscal year. We also provided mini contracts to our districts for students that did not need I:I services. These mini contracts allowed for FBAs to be completed providing important information and recommendations to teams. The mini contracts also allowed for a Redwood Manager to stay connected to several youth that graduated from needing a Behavioral Interventionist.

The Redwood Management team was excited to welcome a new Behavior Consultant to our team. Our hope for this year is that we are able to bring in a large number of new Behavioral Interventionists so we can open all of the students on our current waitlist.

A handwritten signature in green ink that reads "Chris Young". The signature is written in a cursive, flowing style.

CHILDREN YOUTH FAMILY SERVICES

SCHOOL BASED

Lamoille County Mental Health Services School Based Clinician Program served 141 Medicaid clients and 86 non-bill private insurance clients during the 2023-2024 school year. Lamoille Valley school districts contracted for 14 full time clinical positions and LCMHS was able to fill 11 of those positions for the school year, 1 for half the year, and 1 for 2 1/2 months.

Each clinician had a caseload of 15-20 students with a minimum of 2-4 high needs clients that they spent an average of 4 hours per month with. These clients are members of families who were not yet ready to engage in outpatient services or were/are on the unfortunately long waitlist for additional services. These clients are also in the process of Special Education evaluations or did not meet the criteria for full IEP services yet struggle in the school setting.

cont.

CHILDREN YOUTH FAMILY SERVICES

SCHOOL BASED

Across Lamoille Valley, we saw an increase in truancy referrals from high schools and increased suspension or modified schedules for elementary students with behavioral outbursts. There was a noticeable increase in the need for school supports among Pre-K-2nd grade students not ready to transition into school and 16–18-year-old students voicing not being ready to transition out of school due to limited social, emotional, life, and learning/job skills. School Based Clinicians increased their small group and psychoeducation groups to meet this need, serving more students across their school environments. They also provided short term consultation with referrals to additional services, CAMS therapy, and specific groups per school identified need.

School and Client Surveys report high levels of satisfaction with LCMHS School Based Clinical Program and Staff with 97.36% of respondents choosing "Strongly Agree or Agree" for "The Student(s) is/are better able to access their education because of the services provided by School Based Clinicians".

We are very proud of our ongoing relationships with our local schools, families, and students.

A handwritten signature in green ink that reads "Katina Idol". The signature is written in a cursive, flowing style.

Shirley Hayden AWARD 2024



WHO WAS SHIRLEY HAYDEN?

Shirley Hayden was a valued employee of our agency for many years. She served as the director of emergency services (which back then meant her and two other staff) and was observed by her colleagues to show compassion, loyalty, honesty, and a dedication to human services which became a benchmark for all employees, past and present. Shirley, who always said her best training was as a bartender at a bar and grill in Hardwick, learned how to listen to people, de-escalate situations, and help them calm down. She knew many local consumers and employees, appreciating the complicated histories so many of us have. As stated by one person at her funeral, "I am accustomed to driving barefooted. I used to keep my shoes in the car and put them on when I arrived at work. One morning I arrived without them. Shirley took off her shoes, let me put them on and I drove to the thrift store to buy a pair to get through the day. So I can't claim she'd give you the shirt off her back but I can verify she would give you the shoes off her feet."



Shirley Hayden AWARD 2024



SHIRLEY HAYDEN AWARD NOMINEES



Carmel Allaire | ABH
Copley House Residential
Team Lead

Michael Pastina | ABH
Copley House Residential
Support Staff

Cindy Peake | ABH
CRT Supported Employment
Coordinator

Brittany Rhoads | ABH
Adult Outpatient Therapist

Heidi Tkaczyk | ABH
CPS Med Team Staff

Courtney Whipple | ABH
Johnson Group Home
Residential Support Staff

Skylar Whitney | ABH
Residential Registered Nurse

Jay Bohannon | Admin
Assistant Facilities Manager

Jen Anderson | CYFS
Lead Behavioral Interventionist

Alissa Harvey | CYFS
Lead Behavioral Interventionist

Allison Hayes | CYFS
Assistant Facilities Manager

Katina Idol | CYFS
School Based Clinical Services
Program

Brittany LaCoss | CYFS
Redwood Program Senior Service
Coordinator

Connor Ward | CYFS
Respite Coordinator

Jason Wheeler | CYFS
Community Skills Worker

Chris Young | CYFS
School Based Therapeutic
Services Program Director

Amy Brochu | DS
Associate Director of
Developmental Services

Carrie Cota | DS
Community Integration Specialist

Liza Bothfeld | DS
Lead DS Employment Specialist

Beracah Sullivan |
Emergency Services
Crisis Clinician

Shirley Hayden AWARD 2024



IN HONOR OF SHIRLEY HAYDEN

In recognition of Shirley's legacy, we began offering the award in her name as a reminder of the good work and excellent efforts of staff at the agency. It does not require similar acts of shoe sharing to have occurred, but if you see a staff member who has performed above and beyond, stayed late, or helped other staff and consumers to make life better for others, we want to recognize them.



SHIRLEY HAYDEN AWARD FINALIST

Jay Bohannon | Admin
Facilities
Assistant Facilities Manager
Employee since Feb 2022 | 1 Nomination

“

I have nominated Jay for his outstanding work at JGH. He has done incredible work here at the GH and it shows! Thank you, Jay for all you do!

”

Shirley Hayden AWARD 2024



SHIRLEY HAYDEN AWARD FINALIST

Amy Brochu | DS

Associate Director of Developmental Services
Employee since April 2001 | 3 Nominations

“
Amy treats everyone with great importance starting with the consumers. Amy has consistently filled in the gaps whenever it has been needed. We are all very thankful (and maybe a little lucky) to have had her for so many years in DS. Anyone in Amy's care is sure to have as positive an experience as possible.
”

“
Being the backbone of the DS program and offering unwavering support to Service Coordinators, CIS, and consumers. Amy consistently goes above and beyond to help others in need and provide support.
”

“
Being a great leader!
”

Shirley Hayden AWARD 2024



SHIRLEY HAYDEN AWARD FINALIST

Katina Idol | CYFS

School Based Clinical Services Program Director
Employee since Sept 2016 | 3 Nominations

“Katina is amazing! need I say more. she is incredible at her job supporting staff, families, colleagues, and providing additional training throughout schools and the community. We are very lucky to have her. She is an incredible mentor and can also be human and real about challenges as well.”

“Katina has an amazing knowledge of the clinical world. She is always open and willing to help her employees, is very understanding, flexible, and thoughtful. She does a lot of trainings around mental health and professional development, and her name is typically mentioned when looking for a professional to do these trainings. She has both respect and adoration from her employees and is a big reason for the success of the SBC program.”

Shirley Hayden AWARD 2024



Katina Idol cont.

“ —

Co-Chairing the LINT team, supporting community during tragedy (teen death, flooding, and community wide substance use.) She put LCMHS at the table for supporting community in risk assessments and safety. Katina organizes training for all divisions - to help HR cross train staff. Katina is the first to volunteer to help support mid managers and SLT. She provides amazing clinical consultation to many community partners to support families outside in the school systems.

—”

Shirley Hayden AWARD 2024



SHIRLEY HAYDEN AWARD FINALIST

Cindy Peake | ABH
CRT

CRT Supported Employment Coordinator

Employee since April 2000 | 3 Nominations

“ —

I nominated her because she always goes above and beyond for our consumers and always checks in with me and let's me know that I am needed here at the agency and how important I am and I do the same. There are more people I work nominate and I am only allowed to choose one. Everyone I work with is amazing here at the agency.

“ —

Cindy Peake has been an outstanding employee for years. Helping supports many clients from all departments. Right now, as she is the employment specialist She has had to take on another role As CRT case manager with 5-6 clients on top of her roll. She brings love and lite to many people threw out the agency.

— ”

— ”

Shirley Hayden AWARD 2024



Cindy Peake cont.

“ —

Cindy has been an employee of this agency for 24 years. Starting as a BI, she was one of the first to be hired for that position, supporting a child with Autism to manage behaviors at school. When they met he needed constant supervision and at times was unable to keep himself and others safe. With her support, he not only graduated high school, but is now an independent adult. She eventually moved on to support adults with intellectual and developmental disabilities, helping them to achieve their goals in the community and advocate for inclusion.

After many years in DS, she moved on the Adult Behavioral Health, advocating for people with mental illness in the work force, helping them find and keep jobs, in addition to often case managing 20+ people. The people that Cindy supports are left knowing they have a professional that hears them, sees their potential, validates their concerns and give them accurate and helpful information. She is able to pull from all of her work experience to offer treatments planning that looks at the whole person and what makes them uniquely them. She has been incredibly loyal to her participants as well as her co-workers and the agency as a whole for over 2 decades. As the result of all of this tremendous hard work and dedication, I would like to nominate Cindy Peake for the Shirley Hayden award as I feel she truly embodies that work and spirit of Shirley Hayden.

—”



Community Partner AWARD 2024



COMMODORES INN

Throughout 2024 and before, the Commodores Inn has been incredibly supportive of LCMHS and our community. They are a consistent partner and often help with emergency housing for our clients. Their flexibility, understanding, and creativity often bring relief to an overstressed system. Our staff would like to recognize the incredible kindness they have shown to the consumers who stay with them.

AGENCY AWARDS & NOTABLES 2024



HireAbility Vermont

Agency Award Presented in recognition of many years of partnership supporting the Jump on Board for Success (JOBS) Program.

Vermont Department of Health

Excellence in Worksite Wellness
Gold Award

Office of the Governor

Rays of Kindness Initiative
Recognizing the 2023 flood response efforts

Team Two

Frank Silfies Award
Presented to Monique Reil

Sherry Marcelino

participated in the "Just Getting By" documentary focusing on homelessness and food insecurity.

Voices & Choices Conference

Darlene DeRoehn won the Ally of the Year and Kelly Donahue won Self Advocate of the Year for our GATSA group.

FUNDRAISING

Lamoille Area
Board of Realtors

\$9,200

Fidelity Charitable

\$500

American Flatbread
Benefit Bake

\$322

Softball for
Deb Wells

\$2,800+

Raymond Wells

John & Sandra
Casavant

Leslie Whitaker

Pamela &
Wayne Raymond

Mary Speer

Michael Waldert

S.D. Ireland Concrete

Lamoille Players

\$250

G.W. Tatro

\$250

Shaw's

\$152

Hannaford

\$133

Individuals:

Velma &
Andre Bourdeu

\$250

Kenneth &
Susan Grimes

\$200

Mila Lonetto

\$100

Special Thanks
DONORS



A M E R I C A N
FLATBREAD





Thank You!

WE WOULD NOT BE
WHERE WE ARE IF
NOT FOR YOUR HARD
WORK, ADAPTABILITY,
AND KINDNESS.

WE VALUE YOUR
SUPPORT, TIME, AND
DEDICATION.

WE ARE SO LUCKY TO
HAVE YOU HERE.

2024

