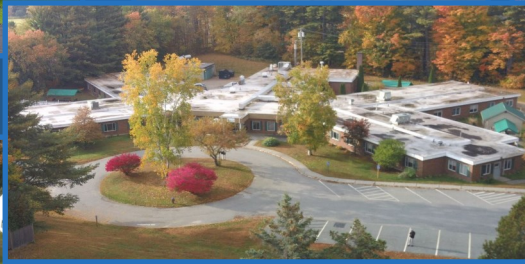


2022 ANNUAL REPORT





A LETTER FROM
OUR
BOARD
PRESIDENT
LUKE JANDREAU

On behalf of the Board of Directors, I would like to say a heartfelt thank you to each and every individual that makes up this strong and successful LCMHS team for your continuing dedication to enhancing independence and quality of life for those we serve in our communities. Despite what seems to be some optimistic news on the recent pandemic coming to a conclusion, this past year has no doubt seen its hardships and challenges for the agency and its staff members. However, one thing remains to be certain and that is the tenacity and drive this group has in ensuring Vermonters are well-cared for and not forgotten.

As a Board, we have had a few challenges of our own as we look to ensure a safe and sound future for this organization. We continue to work on board succession as directors depart this great agency due primarily from expiring term limits. The Board would like to thank departing members Sharon Menard and Zach Williams for their dedication and years of service with LCMHS. Their input and knowledge, among other notable skills, have been useful in ensuring the Board remained an integral part of LCMHS family, providing assistance and guidance when needed. While we may be losing some important board members, we have grown by four new/returning members since 2021 due to some strong recruitment efforts by the Board and the Senior Leadership Team. We continue to seek out individuals from the communities we serve whom echo a few of what our agency's core values are: acceptance, advocacy, collaboration, etc.

As the Board continues to see its own changes in composition, the agency remains challenged with filling vacant positions. Despite the reduced numbers in personnel in certain areas of LCMHS, current staff members continue to step up and assist others in their day-to-day duties, ensuring that the agency is running as smoothly as possible and that our vision in *'promoting wellness, independence and quality of life through access to person-centered integrated care in Lamoille Valley'* remains a top priority. Once again, the Board is appreciative of all the hard work.

The Senior Leadership Team continues to provide excellent governance for the agency and to the Board. Michael and his team have effectively led LCMHS into the post-COVID era by taking on the challenges surrounding staff acquisition and retention, mental health funding streams, and community outreach. In addition, the management team and the Board of Directors have made it a priority to increase the agency's knowledge and awareness on the topic of diversity, equity and inclusion by participating in more trainings and seminars and by encouraging more participation from the agency's staff in DEI committees.

Looking towards the next 12 months, I am extremely optimistic about the organization's growth regarding: 1) the onboarding of experienced personnel to fill crucial staffing gaps; and 2) the increased staffing awareness on diversity, equity, and inclusion. I am very thankful to play a part in the agency's upward progression towards success in the form of 1) better-served communities through an increase in participation from all members involved; and 2) through greater dialogue surrounding the topics of DEI, racism and LGBTQIA+ resources.

Once again, thank you from myself and the entire Board of Directors for all the perseverance and hard work shown by the members of this outstanding agency. Be well and safe as we approach 2023.





A LETTER
FROM OUR
CEO
MICHAEL
HARTMAN

The arrival of fall is a time for the reflection to consider what we have been trying to accomplish over the past year and what we should be considering in the year ahead. For the most part our efforts during the time of the pandemic have been focused on how to keep our services flowing with as little impact as possible. This effort has been successful and throughout the past year we fine tuned that effort and thankfully also have had the effects of covid level off.

Staff, consumers, and our community partners worked in a collaboration that created a very good outcome in terms of overall functioning. However as before covid, we are still challenged by housing, food security, health, and access to care needs. As well are new challenges regarding continuing to adjust services in our myAvatar system, telehealth service delivery, and how to create a more family friendly and supportive environment for employees.

Some new funding and efforts by both the state and federal governments are creating new possibilities for food security, housing, and health care improvements and these will be more apparent over the next year but will be a slow development. The challenges of best integration of our electronic health record, balancing the service needs of consumers with smoother operation of both in person and telehealth engagement, and how to develop workloads and schedules that achieve our service objectives and provide support for staff personal and family health needs are still taking shape.

In the past year the agency has begun a strong effort to construct a broader and stronger financial foundation. In addition to taking advantage of new opportunities like Choices for Care, and Traumatic Brain Injury programming, we also started a Mental Health Crisis Specialist position with the VT State Police, the Intensive Transitional Supports Developmental Services crisis program, and are beginning the Emergency Psychiatric Intervention Program for children in crisis. These efforts should help both meet the needs of our community better, but also create more diversity in services that may help to better cope with the gains and losses that can occur from time to time in annual operations.

In conjunction with these new programs, we have continued to try and expand our work to involve more mental health and substance use collaboration with first responders, including law enforcement, expand our Zero Suicide campaign, and continued increased health integration efforts. We also continue to expand our work with schools and families to have services respond to the rapidly changing needs of our child services clients. These efforts have been supported by a stronger focus on how to develop services through special grants at the federal, state, and local level. Thus far we have had good gains in this area and remain optimistic that we will see significant success to enhance the many strengths of our agency.

In closing I want to offer great thanks for the infinite effort of all employees in working to keep the agency rolling along with service and administrative supports. As well, appreciation for the collaboration and support of all our community partners as all have helped in our successes we hope contributed to their own. May the next year bring us new solutions to the ongoing challenges and a continuing clearer path for diversity, equity, and inclusion in access to housing, employment, health and wellness for all.



Mission

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

Vision

A collaborative community with wellness at its core providing excellence in behavioral health and developmental services, that promotes wellness, independence and quality of life through access to person-centered integrated care in Lamoille Valley.



Core Values

Acceptance: We welcome individuals for who they are.

Advocacy: We encourage and support the goals of individuals and families to gain the resources and voice they need to maintain health.

Collaboration: We work with consumers and community partners to overcome health challenges and disparities.

Dedication: We are committed to whole health, quality of life and positive change.
Integrity: We act with honor and principles.

Respect: We have the highest regard for consumer treatment, colleagues, and our community.

Self-Determination: We support individuals and families to develop best care planning based on their perceived needs.

Awards & Recognition

Amanda Gabaree– Redwood Lead Behavior Interventionist Eddie Award Recipient

The Eddie Award is named after Ed Sbardellati who has been a pioneer in the field of ABA in Vermont. The award recognizes an individual who has demonstrated outstanding efforts at the local or state level on behalf of children and youth experiencing behavioral health challenges and their families. This award recognizes an exceptional individual who has made significant contributions to enhancing the lives of children/youth and their families.

This is the first year that the recipient of the Eddie Award was nominated by their peers in a statewide process. The recipient of this year's Ed Sbardellati Award was Amanda Gabaree from Lamoille County Mental Health Services. Amanda has worked for Lamoille for 11 years, the first 5 as a Behavior Interventionist, and the last 6 as a Lead Behavior Interventionist in the Redwood Program. In nominating Amanda, her peers referred repeatedly to her advocacy for children, her unshakeable positive regard and caring for kids and staff alike, and her persistence in forging meaningful connections with every child with whom she works.

Amanda's peers had these things to say about her:

"She sees each child as an individual, and they always respond positively to her."

"She creates a supportive environment that allows children to feel heard and gives them the support they need to be able to grow."

"She is eternally optimistic when she sees the kiddos who so desperately need her and her loving, stable demeanor."

"She is someone who puts her heart and soul into her work."

"Amanda engages everyone with a smile and kind-hearted approach."

"Amanda is a great role model not only for her students but for all staff in our program. She is extremely knowledgeable and passionate about her job, and has the ability to connect with all students."

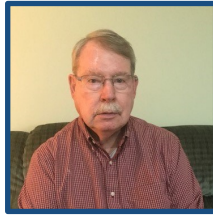
"Amanda is one of the most genuine and caring people you will ever meet. She goes out of her way...to show the kids that she has supported that she truly cares."



Board of Directors



Luke Jandreau
President



Fred Ober
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Saudia Lamont



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Joseph "Chip" Troiano



Stacy Madden

Board Members Not Pictured: Cindy Morin, Susan Kimmerly, and
Scott Kirkpatrick

Senior Leadership Team



Michael Hartman
Chief Executive Officer



Jennifer Stratton
Chief Operations Officer
Interim DS Director



James Heath
Chief Financial Officer



Bryanne Castle
Adult Behavioral
Health Services Director



Robyn Daley
Children, Youth & Family
Services Director



Amy Fitzgerald
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Resources, Safety & Compliance



Judy Rex
Grants and Development Senior
Manager



Anne Paumgarten
Director of Quality



Mark McGee
Medical Director

SHIRLEY HAYDEN AWARD

Shirley Hayden was a valued employee of our agency for many years. She served many years as the director of emergency services (which 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 to 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."

In recognition of Shirley's legacy, LCMHS began offering the award in her name, as a reminder of the good work and excellent efforts of staff at the agency. We do not require that similar acts of shoe sharing have occurred, but we ask our employees that if they see another staff who has performed above and beyond, stayed late, helped other staff and consumers to make life better for others, to make their recommendation. From those nominations, senior leadership selects finalists that are then selected by our Board of Directors.

2022 FINALISTS

Alana Hay-CYFS Program

Ayla Landry- Redwood Program

Christine (DeDe) LaRow-Administration

Janelle Germaine-Developmental Services

Pat Bartlett- Copley House

Phil Kaiser-Administration



Ayla Landry- Redwood Program Manager, CYFS

Ayla has helped this agency to grow exponentially over her past many years with LCMHS. Her work with students as a BI 10+ years ago was inspiring, honest and calculated. As the Redwood Program Manager, Ayla has been able to expand her insights and professionalism into the communities and schools and her ability to develop such great trust with these community partners speaks worlds. Ayla is also in the process of achieving high levels of education to support Redwoods continued growth as well as her own personal growth. Ayla continues to go above and beyond for the consumers we serve through this agency. She is always coming up with new creative ideas and ways that we can assist in meeting the needs of our consumers. She is so supportive of our staff and works hard to build true connections with the BIs in The Redwood Program. As she continues to advance her own level of education/professionalism with continued schooling, she is dedicated to being a part of this program and agency for years to come.



Alana Hay- Children's Case Management Coordinator

Alana is an amazing supervisor who is always available for her staff when needed. She is a consistent presence for the staff she supervises and the clients she works with. She is always willing to take on more responsibilities, cover needs when other staff can not, and recognize when there is a need and perform the task without being asked.

Pat Bartlett-Copley House Team Leader

Pat works hard to keep clients happy and cared for. When Copley House was without a manager, Pat stepped up to help with staff schedules and to keep a good workflow. She works extra hours and always will cover extra shifts without thinking twice. There seems to be nothing she is unwilling to help with, from staying late to help with dinner, or dealing with an overflowing toilet. I think she's done a lot for Copley House, she does meds, scheduling, plans the menu, fills in when people call out, does the ordering for food and supplies, she help other when they need it, and has been a valued member of the Copley House team for more than 10 years.



Christine (DeDe) LaRow- CPS Team & Administrative Assistant Substitute

Dede makes me want to work at the agency. She is always a smiling face when I am frustrated and supportive when I need. She goes above and beyond for not only staff but she is incredibly supportive to clients, especially when they call in a moment of crisis. She makes me feel included, supported, and always provides a listening ear. She is also an incredible human outside of work.

She embodies everything good about this agency and everything I imagine Shirley had been. DeDe has worn many hats in all her years of working at LCMHS, and continues to support several programs as a sub. She currently answers phones and helps with med support services. She consistently shows caring and empathy for all the clients we serve, and is equally kind to staff and consumers. Perhaps her most visible contribution is her therapy dog Xander, who often accompanies her to work and provides the best distraction and unconditional caring to all in need. I have seen DeDe offer someone in the office waiting room who seems anxious or upset the choice to have time with Xander; it is a miracle to watch, as he approaches a person and allows them to pet him and receive in return the total acceptance and nonverbal support that cannot be replicated by humans. DeDe has spent many hours of her own time to train Xander (and more recently his friend Willa) to get certified, and is an integral part of Therapy Dogs of VT. DeDe also often visits various nursing homes and other facilities with Xander and spends time with several clients previously served by LCMH. Maintaining this connection with people is so important, and again not something she is reimbursed for, unless you count the smiles and acknowledgement received!

DeDe represents the best of LCMH in our community and is truly deserving of this recognition.



Janelle Germaine- IVY/Bridge Manager, Developmental Services

Janelle has consistently gone the extra mile since my employment began here several years ago. She is the first to step in and assist new DS Managers and has offered to provide support to the leadership team by overseeing quality and assisting with intake as they have taken on more work due to staffing issues. She does this all while successfully managing a full roster of Bridge consumers and singlehandedly overseeing Family Managed Respite and Flexible Family Funding. Janelle is often the first to join in for activities at staff appreciation days, offers to fill gaps as needed, and does this all with a smile on her face.

She is so deserving of all the praise!



Phil Kaiser- Facilities Manager

Phil is always ready to help in any way that he can. He goes the extra mile to ensure that the facility is in top condition. He is always accommodating his fellow co-workers. He comes in on weekends and after hours if there is a need/emergency. Phil has a calm and peaceful demeanor. Phil often sends out notices to all staff about weather conditions, safety on the work site, and other items to help staff navigate the day or season.

CELEBRATING YEARS OF SERVICE

20 YEARS

Robyn Daley- Children, Youth & Family Services

15 YEARS

Christina Glowac- Children, Youth & Family Services

Alissa Harvey- Children, Youth & Family Services

Lisa Hoadley- Developmental Services

Michael Pastina- Adult Behavioral Health Services

10 YEARS

Carrie Cota- Developmental Services

Linda Earle- Developmental Services

Michael Lowe- Adult Behavioral Health Services

Troy Metcalf- Administration

Brittany Rhoads- Adult Behavioral Health Services

Sarah Shirley-Eldred- Developmental Services

5 YEARS

Amanda Boyce- Developmental Services

Anne Cluett- Developmental Services

Terry Cota-Adult Behavioral Health Services

Kristin Foster- Administration

Amelia Fotheringham- Children, Youth & Family Services

Laura Gale- Developmental Services

John Guebara- Children, Youth & Family Services

Alana Hay- Children, Youth & Family Services

Allison Hayes- Children, Youth & Family Services

Lorilee Hislop- Adult Behavioral Services

Katina Idol- Children, Youth & Family Services

Brittney Lacoss- Children, Youth & Family Services

Cynthia Lyon-Hill- Developmental Services

Megan Prue- Adult Behavioral Health Services

Clifford Ross- Adult Behavioral Health Services

Stacey Stevenson- Adult Behavioral Health Services

Danielle Weaver- Children, Youth & Family Services

Ethan Wheeler- Children, Youth & Family Services

Wayne Willey- Developmental Services

ADULT BEHAVIORAL HEALTH SERVICES

Bryanne Castle, Director

Adult Outpatient AOP/Community & Rehabilitation and Treatment

In the past the year the AOP/CRT program has worked on expanding therapeutic services including Psychiatric Evaluations through telehealth and in-person assessments, medication management, Care rides and supports, Medical Care Coordination, Individual and Group Therapy and CRT and Adult Outpatient Case Management and Supported Employment. Centralized Intake has ensured one-point contact to services across programs. Intake services are currently offered in-person and remotely with the use of tele-health. We currently have three full time therapists who utilize both in-person sessions as well as telehealth to support a variety of therapeutic approaches and interventions. Claire Hancock, LICSW is our acting Eldercare clinician and has provided individual therapy and consultation for our staff and community specific to the needs of an aging population.

The CRT/AOP case management staff include six case managers that provide service coordination, direct care support, representative payee needs, transportation, crisis planning, Reach Up case management and housing needs. The case management team works with community providers/resources to support overall person-centered care in the residential settings and in the community.

Housing Supports- Sherry Marcelino, Community Support Manager

Currently Lamoille County Mental Health works with 58 households with housing stability, as well as obtaining housing. The agency works collaboratively with various community and state partners to develop housing programs that eliminate barriers for people in vulnerable populations to live independently, with safe and stable housing. In addition, LCMHS has provided services to individuals who are homeless under a grant received by the Office of Economic Opportunity. This grant has enabled us to give rapid access to community supports for people with out housing and assess their specific barriers so the appropriate referrals can be made when needed. We have provided direct face to face services to people utilizing the hotel voucher program since July of 2020. This included assisting individuals with housing needs throughout the pandemic, such as various vaccination clinics, access to primary care, harm reduction to-go kits and mental health services.

Residential Programming – Alexander LeVeille, Director of Residential Programs

Copley House – Program serves 16 residents and is the largest residential program within LCMHS and is licensed as a level 3 assisted living facility. The program is geared towards clients who may have complex medical and psychological conditions requiring an integrated physical and mental health care model. With a commitment to supporting each resident individually Copley House works towards physical and emotional wellness.

Johnson Group Home – Program serves a 7-bed therapeutic community residence with primary goal of transitioning residents to the highest achievable level of independent living. Utilizing a Cognitive Behavioral model to support improved decision making, acts of daily living development, and connections with community supports.

ADULT BEHAVIORAL HEALTH SERVICES

Emergency Services- Monique Reil, Manager

The Mobile Crisis Team offers emergency & crisis services to anyone who lives in Lamoille County, 24 hours/day, 7 days/week. We also serve children in Hardwick, Craftsbury, Greensboro, Stannard & Woodbury. These services include:

- Phone support
- Face-to-face meetings/assessments in office, hospital, schools or community
- Referrals to intake for psychiatry & therapy & other programs at LCMHS
- Referrals to other providers if needed
- Screenings for admission to crisis beds or hospitals
- Collaboration with local police & sheriff depts.
- Critical incident debriefings

Staff can be reached at:

Mon-Thurs. 8am-4:30pm, Fri 8am-3:30pm thru office at 888-5026

Nights, Weekends & Holidays (thru Copley Hospital) at 888-8888 & ask to page Crisis Team or Emergency Services.

Alcohol Substance Awareness Program (ASAP)- Monique Reil, Manager

ASAP is our public inebriate program, which is for individuals who are deemed incapacitated due to substance use, and have no option for a safe space other than corrections until they are no longer incapacitated. ASAP provides a supportive environment for people to be free from the effects of alcohol and other drugs, as a diversion from otherwise going to corrections. People also can receive information and referrals for follow-up counseling, detox facilities, residential treatment and other resources.

Summary for this past year:

While our ASAP program has been less busy and has seen fewer clients in the past year, largely due to impact of covid, our Mobile Crisis Team has seen a marked increase in contacts with those in our community. Anxiety and depression have grown with the rollercoaster impacts of covid, as have suicidal crises, and we continue to respond to support those in need.

Some changes in the past year include hiring for a new state-funded position for a crisis clinician to be embedded with our local state police barracks; for our area, this means VSP out of Williston, who cover Cambridge, Jeffersonville, Eden, Waterville and Belvidere. This Crisis Clinician started in March and has been actively supporting mental health needs within VSP calls, which has gone very well and been much appreciated by VSP.

We have a new assistant manager, Ember Power, who has been a part of our team since 2019. She has already been a great support within the team to co-workers and to community partners, especially law enforcement. We also have hired 3 new staff to fill vacant positions on our team this past year and are still recruiting for 1 more person for an anticipated vacancy. We are preparing for 2 long-time staff to retire in October and November; Kathleen who has been here since 1995, and Regina who has been here since 2011. We will miss them and all they have given to our team, our agency and to those we serve. We'll never replace them as such, and will hold on to their wisdom and wit, their experience and dedication.

Lastly, in these trying times for law enforcement with so many challenges, we express our gratitude for their incredible commitment in our county. We are aware that our area is unusual, in that many places do not share the degree of collaboration and support of police and sheriffs to accompany staff to meet with people in crisis, the patience and kindness and acceptance of those in need of help, and the willingness to partner with us to share ideas and strategies. They are amazing and we appreciate them! In the same spirit, we are grateful for the unending dedication of Copley Hospital, especially the emergency room staff, in helping so many of our folks in difficult times.

Wellness Center- Megan Prue, Wellness Center Coordinator

We have successfully re-opened the Wellness Center. Our wellness center has 3 main parts: Wellness center, food shelf, and Peer support cadre program. Our wellness center is a place where clients can come in and hangout for the day and have lunch, clients can relax and watch tv, play games and participate in other activities. Our Cadre Support staff work in the wellness center, as well as in the community supporting consumers with rides and other support. Our food shelf consists of a pantry with dry goods, refrigerated items including fresh vegetables, and freezer items with a variety of meats and pre-made frozen meals. Most of the food is donated from Hannaford's in Morrisville. Our supplies depend on what is donated. Clients can use the food shelf once a week. Our goal is to create more groups and activities to engage clients and get them into the Wellness Center. We are trying to make a place where clients feel comfortable to come it and have access to extra support.

ADULT BEHAVIORAL HEALTH SERVICES

Community Psychoeducation Supports (CPS)-Jo Oliver, Director of Nursing

The CPS team consists of a Medical Assistant supporting the functions of the CPS program and three psychiatric providers across the agency. The Medical Care Coordinator assists with care coordination with specialized medical management due to complex medical needs. CPS staff assist with reminder phone calls and psychoeducation for medication supports.

Psychiatric Providers

Our team of psychiatric providers now includes: Sarah Morse, PMHNP, and Maria Spandanuda, PMHNP, in addition to our Medical Director, Dr. Mark McGee, MD. They see clients across the agency via telemedicine, supported by our CPS Medical Assistant. Together they ensure that everyone is seen in a timely manner.

Oasis House- Jeremy Martin, Manager

Oasis House is a crisis bed program centrally located in Lamoille County. Dr. Mark McGee provides medical coverage for the program and referrals typically come through our Mobile Crisis team. Capable of doing admissions 24/7 365 days a year the program had a 92% occupancy rate last year which was amongst the highest in the state of Vermont. Those who have the opportunity to visit Oasis consistently remark that the sup-

portive staff and peaceful setting make it a great place to get the help they need.



ADULT BEHAVIORAL HEALTH SERVICES

Zero Suicide

In 2016, LCMHS officially joined the Zero Suicide initiative. Five years into this adventure the committee has brought together agency staff, community partners, independent providers and survivors of suicide attempts and loss.

Zero suicide Projects

Monthly meetings of Zero Suicide Community Group

General information and trainings for Community Partners and Zero suicide and the use of the C-SSRS – the first two questions (The Columbia Suicide Severity Risk Screen)

Trainings for Community Mental Health First Aid and U Matter.

Support Group for survivors of suicide loss

Participation in the Craftsbury Mental Health Resources Group

CAMS (Collaborative Assessment of Managing Suicidality) trainings for LCMHS, CHSLV and private therapists in January /February 2022.

Members of the Zero Suicide Community Collaboration:

- Lamoille Family Center
- Lamoille Restorative Justice Center
- Lamoille Health Partners
- The Women's Center at Copley Hospital
- Northern VT University
- North Central VT Recovery Center
- Clarina Howard Nichols Center
- Vermont Chronic Care Initiative
- Laraway School
- Sash
- Area Agency on Aging
- Capstone
- Healthy Lamoille Valley
- School Districts- OSSU, LNSU, LSSU



**Suicide Awareness
and Prevention**

CHILDREN, YOUTH & FAMILY SERVICES

Robyn Daley, Director

Home and Community Based Outpatient Services- Miranda Young, Outpatient Clinical Services Director

Over the last year our Outpatient program continued to provide a variety of services meeting families where they need including in the office, home, and community environments. The Outpatient program has provided individual therapy, family therapy, case management, and community skills work to support clients to meet their goals central to building skills, increasing communication, and supporting them to access additional resources as needed. In addition to this the Outpatient program provided two group therapy experiences including a Dialectical Behavioral Therapy (DBT) skills group where both youth and a caregiver learned skills to manage emotional and behavioral dysregulation and a teen group to increase self – esteem and interpersonal relationship skills for youth identifying as female or non-binary. Additionally, over the last year the Outpatient program has been working in collaboration with other designated agencies and the Vermont Care Partners to apply for a grant to increase the services the program can provide to children and families in crisis. We submitted a business plan for a service titled Emergent Psychiatric Interventions for Children (EPIC) which will be a sensory space for children to access when they are too dysregulated during the day to be at home or in an academic environment but do not need to be in an emergency department room. The projected date for this service to be available to any youth in our community is October 1, 2022.

The Family Center continues to contract with LCMHS to provide early intervention mental health services for children aged 0-6 through the Children's Integrative Services programming. Currently we hold two early childhood and family mental health positions who collaborate with the Lamoille Family Center to provide support to children both in the home with their parents and in childcare facilities. These positions provide intervention strategies to manage behavioral and emotional challenges in an effort to be proactive in building skills in young children to use across environments as well as for families to use to better manage symptoms in their homes.



CHILDREN, YOUTH & FAMILY SERVICES

Robyn Daley, Director

The Redwood Program-

Christina Glowac, School-Based Therapeutic Services Program Director

Over the course of this past fiscal year, the school day seemed to gradually return to “normal”. As adults and children were able to get vaccinated, there appeared to be a decrease in the fear and anxiety that was very present the previous school year. Over time, mask mandates became less and smiling faces were seen throughout school buildings. Students were able to move between classrooms and time spent with peers, both inside and outside of school, increased. Sporting events were taking place again and after school activities returned. LCMHS and school staff worked well together to get creative around how to both support and cover students. Staffing shortages continued to be a major barrier, but we worked together with our surrounding school districts

When there were remote days of school, due to high covid cases, the agency was able to accommodate having students come here with the support of their Behavior Interventionists. This allowed for less disruption in the routine for our students and allowed for families to work versus being home with their children. As an agency, we were able to celebrate the increase in the social/emotional programming that was being provided within the local schools. The CYFS Directors met weekly with the Directors of Student Services for LSUU, LNSU and OSSU. The continued focus on increased collaboration and communication was a key piece of us moving through this pandemic with our school partners.

Redwood supported a total of 32 students over the course of this past fiscal year. That was through contracts within our 3 surrounding schools districts. We also provided mini contracts to our districts that consisted of Functional Behavioral Assessments (FBA), Behavior Support Plans and behavior consultation from our Behavior Consultants. LCMHS is so thankful to all our staff for the incredible work that they have done as we have had to make adaptations to our work to ensure safety for all staff and consumers.

Valley Applied Behavior Analysis Program (ABA)

Valley ABA has continued to grow and offer exciting programming over this past fiscal year. Within the program, a new management position was created. We welcomed a new Service Coordinator to the team who has been assisting with data tracking, scheduling and supervisory responsibilities. We also ran several social skills groups. This was a great opportunity for some of our ABA children to get together to engage in an activity with other children while having the support of our team. Newsletters with photos and a summary of what we did in each group was then sent to the families. We are in the process of advertising for a third Registered Behavior Technician. Our waiting list for this program continues to grow, and we are excited to welcome additional children.



CHILDREN, YOUTH & FAMILY SERVICES

Robyn Daley, Director

School Based Clinical Services- Katina Idol, School Based Clinical Services Program Director

The school year of 21-22 was a hopeful return to normalcy that did not quite get there. The impact of Omicron had many school districts, families, and students “pivoting” throughout the year. The School Based Clinician program did not waiver in meeting student needs as they arose and the 11 contracted clinicians were in person full time throughout the year. This was an increase of 2 positions from the prior year, with school districts acknowledging the increased mental health needs of students, families, and staff.

Throughout the 21-22 school year over 175 students received individual therapeutic supports at school. Many more were served in groups which ranged in topics from mindfulness, coping with anxiety, building friendship skills and distress tolerance. Support groups for school staff were also facilitated by our talented clinicians. Families received support in accessing local resources, referrals to additional supports, and strengthening home-school relationships.

Being a part of the school team and culture is a part of a School Based Clinician’s job and this can look like attending Positive Behavioral Interventions & Supports (PBIS) meetings, student support team meetings, and being available for drop ins by staff as well as students. Teaming with other agency and community providers is also a necessary part of their role with the aim to support a student and their family as a whole. This may look like working with DCF, a foster parent, and biological parents, as well as the school team. School Based Clinicians also support students during times of crisis, working with our MCT staff and families for safe outcomes.

Another part of the program is professional development for the schools and community partners at large. Trainings on trauma-informed caregiving, impacts of the pandemic on mental health, self-care, and preventative crisis interventions were offered throughout the year. Systems work with school districts included working as part of a team identifying and implementing universal social-emotional screener, being part of creating a risk assessment team for a supervisory union, and beginning to offer reflective practice groups to teachers.

On a larger scale, presentations on school based mental health were given at the Vermont Public Health Association annual meeting, the Governor’s July press conference, and mental health representation for the Vermont School Safety Active Threat training.



DEVELOPMENTAL SERVICES

Jennifer Stratton, Interim Director

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 Developmental Services Program at LCMHS provides the following services: Home and Community Based Waivers, Flexible Family Funding, Targeted Case Management, Bridge Program, Intensive Transition Support, and Brain Injury Programming.

Individuals Served

Home and Community Based Waiver:	100
Bridge Program:	30
Flexible Family Funding:	47
Targeted Case Management:	1
Total Individuals Served:	178

Highlights:

I would like to start by thanking the staff and contract providers that work in the DS program at LCMHS. This past year has continued to be a challenging year with us being very short staffed. The team has all jumped in and supported what needed to be done to support our consumers. I am thankful to all for the work they have done to support the consumers that make our service delivery system one of the best in the nation.

Even though we were short staffed the DS program has taken on two new initiatives. The first was starting a new program called ITS (Intensive Transition Support). ITS is a voluntary-stay, staff-supervised program serving eligible individuals whose clinical needs exceed the present capacity of their referring agency and who, as a result, require intensive transitional supports. ITS provides time-limited support while the referring agency builds its capacity to resume serving the person; an individual’s stay will last no longer than six months. In the context of positive, person-centered, and trauma-informed support, ITS guests receive comprehensive clinical care including psychiatric, psychological, behavioral, and nursing assessment and care. Other therapeutic supports – speech and language, occupational, etc. – may be provided as needed. It is the mission of the ITS program to ensure safety, and to support guests to acquire needed skills and enjoy improved well-being. ITS staff also provide consultation, training, and support to referring and, if applicable, accepting agency staff in order to facilitate the individual’s success upon discharge.

The second new initiative was becoming a provider for the Brain Injury Program (BIP). The Brain Injury Program provides rehabilitation and life skills services to help Vermonters, with a moderate to severe traumatic brain injury, live successfully in community-based settings. This is a rehabilitation-based, choice-driven program intended to support people to achieve their optimum independence and help them return to work.

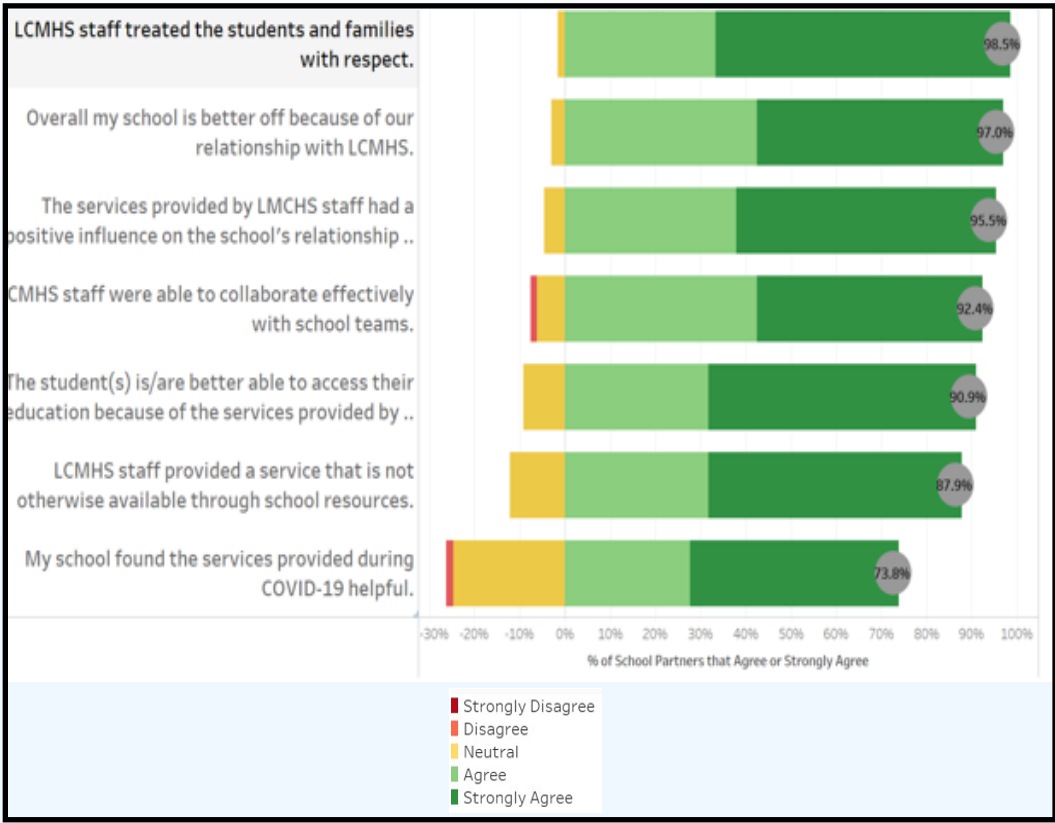
LCMHS has continued its partnerships with Northern Vermont University, Grace Arts, and Peer Teaching and Learning.

LCMHS Developmental Services Supported Employment has 54 consumers enrolled in Supported Employment and 49 employed at the end of FY22. The LCMHS Developmental Services Supported Employment program continues to be successful with \$375,759.83 in total wages earned by all consumers who are DS Eligible which equates to a total savings in Social Security Insurance benefits of \$162,889.92.

Our Self-Advocacy group GATSA has continued to meet Hybrid. They had a summer BBQ and a training on pronouns.

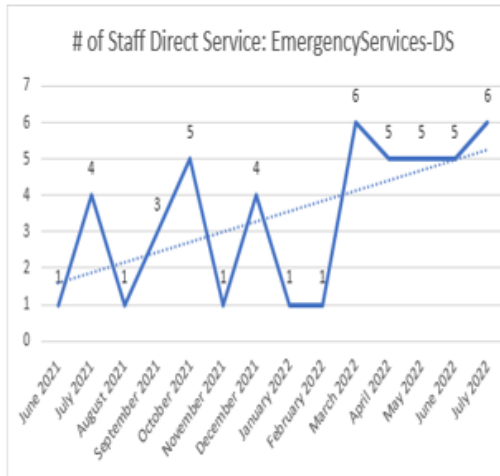
QUALITY REVIEW & STRATEGIES

Quality at LCMHS is approached through the lens of the World Health Organization’s view that “Health is a state of physical, mental and social well-being and not merely the absence of disease.” LCMHS recognizes that social determinates of health such as healthcare access, education, social relationships, economic stability, and housing significantly impact both our clients and staff, and agency culture and the services we provide are designed with this in mind. Quality measurement is driven by a set of measures selected and vetted collectively by representatives from all the ‘Designated Agencies’ throughout the State of Vermont, as part of the Vermont Care Partners ‘Centers of Excellence’ (COE) program. Our clinical work is informed by evidence-based screening and assessment tools and includes screening for substance misuse, depression, PTSD, and domestic violence so that services and referrals can be designed accordingly. Committees that work on quality include the ‘Workplace Culture Committee’, ‘Safety Committee’, ‘Wellness Committee’, ‘Screening and Access to Care Committee’ and ‘HR measures/Staff turnover Committee’ and our ‘Senior Leadership Team’. Following are a selection of measures monitored and tracked as part



QUALITY REVIEW & STRATEGIES

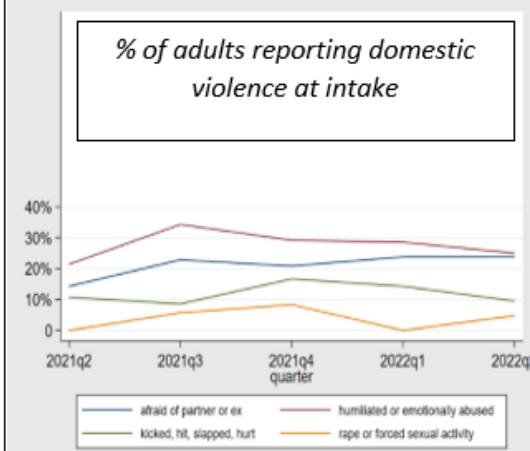
Emergency services and supports in DS has increased.



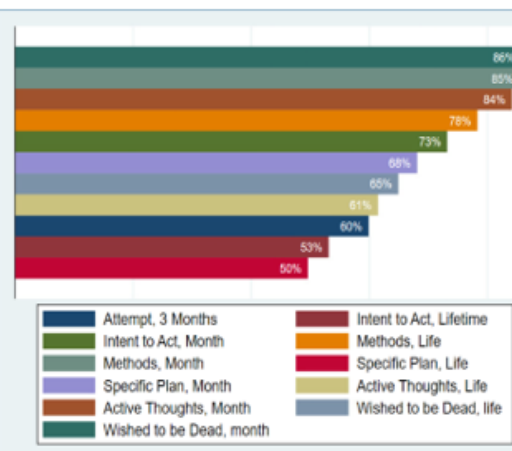
Emergency services (ES) provides an average of 360 services to 97 clients monthly.



In an adult evidence-based domestic violence screen at intake (HARK), 28% of people report being humiliated, 18% afraid, 12% physically hurt, and 3% raped in the prior year.

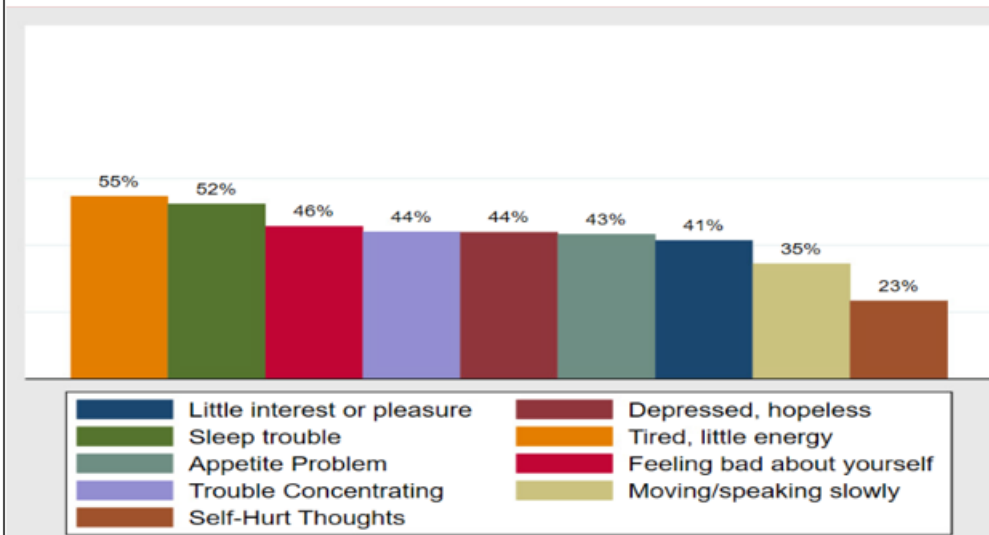


Among suicide screenings given by ES staff, an average of 86% of clients screened had suicidal thoughts in the prior month. Note that %s below reflects individuals asked, which depends on prior question responses.

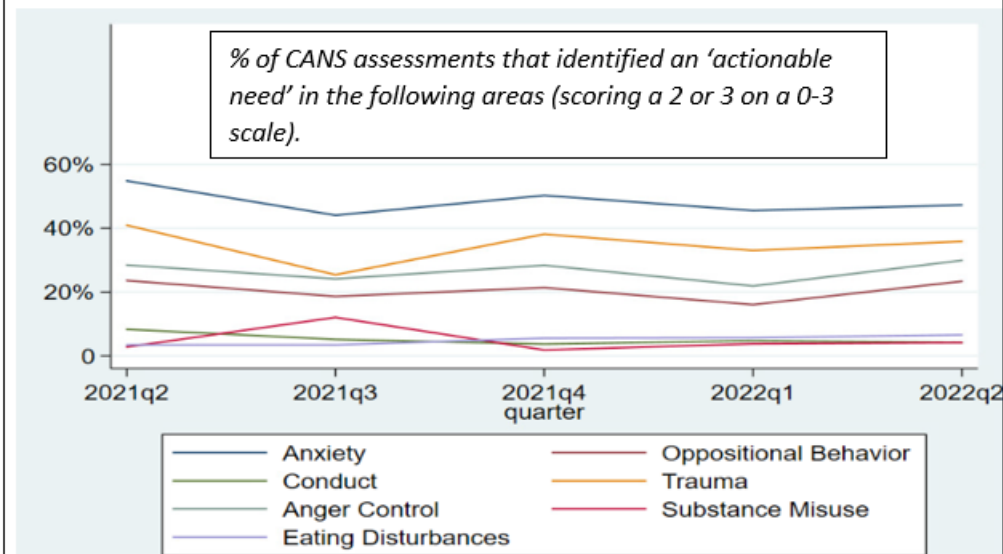


QUALITY REVIEW & STRATEGIES

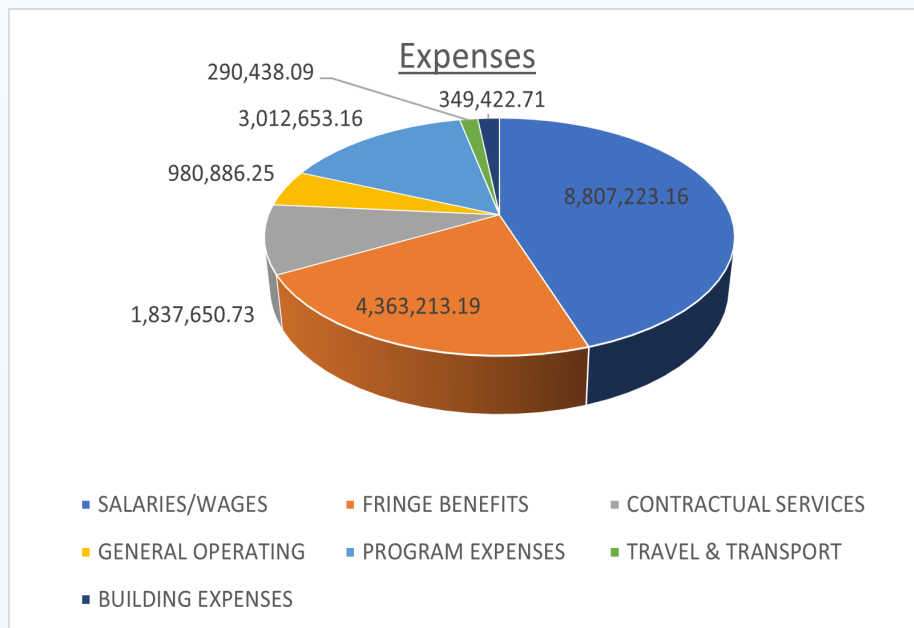
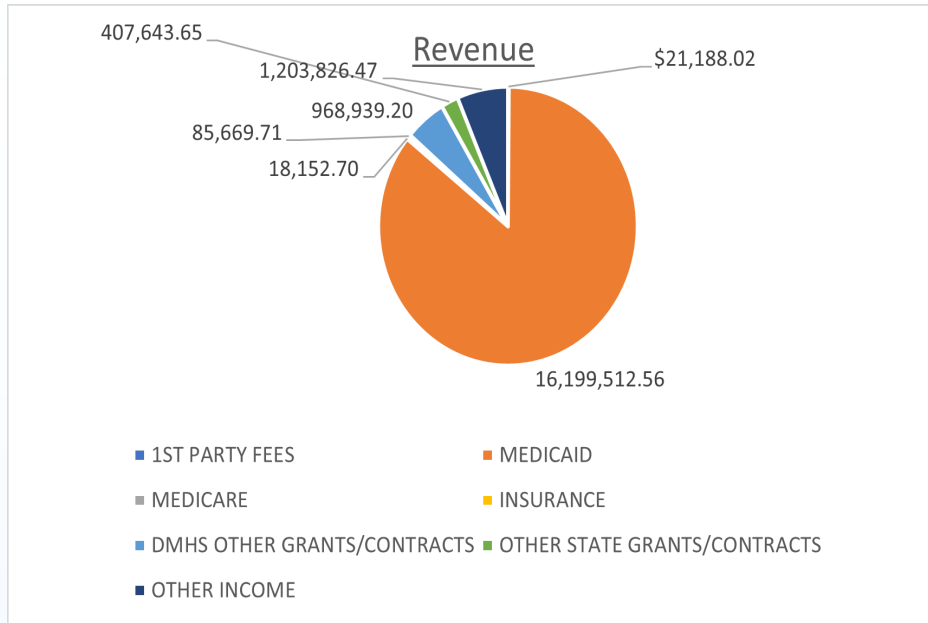
% of screenings (age 12+) showing depression symptoms as captured by the evidence-based screening tool PHQ-9 from March 2021 – September 2022.



In an assessment used to identify areas of need among children, an average of 48% of assessments showed an anxiety need, 34% trauma, 26% anger, and 21% oppositional.



FINANCIAL OVERVIEW



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Tracy Webster
Vicki Maitre
Virginia Chenowith
Carole Artman Hodge
Judith Wine
Ken Libby
Luke Jandreau
Nancy Tooley
Paulette C Lambert
Susan Rogers

Lamoille Union High School Dance Team and Dance Coach Nichole Lefavre performed a benefit dance in October 2021.

