

Oasis House



Copley House



Johnson Group Home



Main Office, 72 Harrel Street
Pictures by William Baker

2020 Annual Report



From Our Board President

I'd like to start off by saying thank you to the LCHMS team for all of their hard work, dedication, and support in serving our communities. The last year has been a challenging one for all. The board and I are incredibly grateful for everyone's help navigating through these times of significant change.

At the end of 2019 our CEO, Savi Van Sluytman announced her resignation after 15 years with the Agency. The Board and I thank Savi for her dedication to the Agency, its Consumers, Board, and Staff.

When Savi's transition was announced, Michael Hartman was appointed as Interim CEO. Michael did an incredible job leading the agency through this transition and was appointed as permanent CEO in early 2020. Michael has had the monumental challenge of leading the agency through the Covid-19 pandemic and his leadership has been second to none.

Mental Health is more important than ever as people are facing unprecedented challenges related to Covid-19. Social distancing requirements made access to our services very difficult in the beginning of the pandemic. Our teams worked tirelessly to adapt to the situation and did a great job providing continuity of care to our Consumers.

I am extremely proud of the endurance that the agency has shown over the last year and of the impact that we continue to have on our communities. Thank you for taking the time review our annual report and to appreciate all of the great work that has been done.

Sincerely,

A handwritten signature in black ink that reads "Zach".

Zach Williams
President of the Board



From Our CEO

As I readied myself to write to readers of the 2020 Annual Report I looked back to the calendar of July 2019, when the FY 2020 year began. I was surprised to see so many meetings and appointments that were of the same projects and areas of concern still faced today. We were deep into the process of creating a new electronic health record, which would be a key feature of the new IT systems we had just put in place.

We were combatting homelessness in our county, as we turned to a stronger collaborative with state and other local partner agencies to try and create better options for those who lacked stable housing. We were preparing to offer a month of training and education on our Zero Suicide work as Lamoille County was emerging as a leader in community based prevention and intervention of suicide, and in the early stages of a change in the funding and program admissions for persons with an intellectual/developmental disability in our state funded Developmental Services division. At a usual dizzying pace, our school based programs were readying for another year of services hiring Behavioral Interventionists and other staff to get ready for the fall service needs.

In January, change began enveloping LCMHS as our long serving CEO departed in retirement, and we began what has proved to be a significant restructuring of the organization. It was then that the virus now known as Covid 19 began to emerge as an issue, and by March our world shifted with a new set of standards and new terms for most of us. Covid produced a need for temperature taking daily, questions on safety, how to connect with consumers in a non-face to face manner, and many other aspects of our daily routines were altered.



Now, in the fall of 2020, we again are engaged in adjusting to needs of the school community and the broader community in terms of changes proposed for Developmental Services, integrating the focus of services with the OneCare Vermont model now supported in our area, and continuing our efforts to keep staff and consumers supported and safe in the midst of the current pandemic.

Despite the impact of Covid, all of the same areas of concern that were present last September remain those of this coming year. The virus has created extra pressures on many of these areas, and some of the status of the challenges have changed. The Unified Electronic Medical Records (UEMR) system is due to “go-live” in November.

Our efforts to help homeless Vermonters is more complex with the state and federally funded efforts to provide shelter via motels around the state to help over 1,500 adults and children in safe housing. During the spring and summer the agency went from having over 150 employees and staff in offices daily, to less than 15 employees on site and moving most services to telehealth and limited face to face meetings.

From Our CEO

As Fall settles in we are doing more services in our offices again, though limited in scope and size. Nearly all coordination and planning meetings now occur on Zoom. We made it through the first seven months of Covid well and will be up to more usual numbers of persons served by the end of September. Our staff has provided thousands of hours of support, home visits, therapy and food deliveries while still balancing teacher, parent, and employee duties daily, and have done a fabulous job in all areas. We have been challenged, and certainly had to bend, but we are intact and have many plans and ideas for the year ahead.

In a recent article in the JAMA Network*, three major areas of concern for ongoing psychiatric care were put forward: 1) “existing services must be adequately funded and must institute measures to counteract staff turnover, burnout, and low morale...”, 2) integrative psychiatric care is important across all medical providers, and 3) expansion of telehealth needs support to be available to help increase access for care. These are shared concerns of LCMHS and we are focused on advocacy, practice, and policy which support them and we welcome your help and support in achieving those goals.

This year has also been one for reflection about what our community is. We have been continuing to have many discussions and presentations on the issues of racism as indicated by health care disparities and negative experiences that people of color experience everywhere, including in Vermont. We are dedicated to work on our personal challenges regarding fairness and race equity, and to continue to press for increased access by all persons to justice, health, education and housing regardless of who we are or seem to be in the eyes of others.

Justice includes the engagement of citizens and those who are to protect and serve us through law enforcement services. LCMHS has regular involvement with local and state law enforcement as first responders are among our highest referral sources. The outcome of the current discussions, sometimes among the most emotive and challenging, must include how further integration of mental health services in public safety settings, which has been increasing annually for many years in Lamoille County. All of us can examine our understanding of our

cont. From Our CEO

multicultural society and how we are shaped by historic effects of discrimination and economic oppression, and how we can maintain a rapid response when the safety of the populace is at risk.

We will continue to provide services, incorporating the new skills and awareness, with our existing expertise and remain thankful for the many masks, words of encouragement, and positive engagements we have had. As we head into 2021, our hope is for the year to be a better one with wellness and appreciation of one another at every turn.



Michael Hartman
Chief Executive Officer

*(Öngür D, Perlis R, Goff D. Psychiatry and COVID-19. JAMA. 2020;324(12):1149–1150. doi:10.1001/jama.2020.14294)

Awards & Recognitions



The Developmental Services (DS) Employment Support Team (pictured left) praised by the Department of Disabilities, Aging and Independent Living (DAIL) because 69% of LCMHS DS consumers are working and earning their own money. This team has managed not only to have the highest employment rate, but also the earnings by LCMHS consumers was in the top 99th percentile of earnings for consumers across the system. From left to right: Amanda Boyce, Sherry Jones and Vickie Germain.



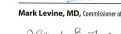
This year, the 2020 Governor's Excellence in Worksite and Worksite Wellness Conference were canceled due to Covid 19. However, LCMHS has been once again awarded with the Governor's Award for Excellence in Worksite Wellness (Gold).

Excellence in Worksite Wellness 2020 AWARD

Lamoille County Mental Health Services
GOLD award



VERMONT
DEPARTMENT OF HEALTH


Phillip B. Scott, Governor of Vermont

Mark Levine, MD, Commissioner of Health

Janet E. Franz, Chair, the Vermont Governor's Council on Physical Fitness and Sports

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.

Board of Directors



Zach Williams
President



Fred Ober
Vice-President



Sharon Menard
Secretary



Mike Feulner



Luke Jandreau



Mary Anne Lewis



Polly Manosh



Dorothy "Dot" Reeve



Joseph "Chip" Troiano

Senior Leadership Team



Shirley Hayden Award Finalists

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.

This year's award finalists are:

Asa Kuhn has been nominated because he lives the values of the award: compassion for others, loyalty to the agency and showing passion for his work. Asa touches every staff member at LCMHS from when they are setting up their initial accounts to the daily work of assisting staff as they leverage technology to provide the best possible service to clients. Staff describe him as reliable and always willing to take on any problem, large or small. He is incredibly patient with staff when struggling with computer issues, and always does it with a smile. Asa came to LCMHS with several years of experience from working in IT at Champlain Farms, and has been able to leverage this expertise to help guide the agency in all matters IT-related. However, it is truly his excellent customer service skills and caring demeanor that led staff to think of him for the award.



Asa Kuhn
Information Technology Specialist
Administration

We have been very impressed with Asa's stick-to-it and get-it-done problem solving approach at all levels of IT – front line to the broader agency network. His intellectual curiosity fuels innovative approaches to complex IT challenges, and he couples that with providing excellent service to staff. Congrats to Asa for a well-deserved nomination!



Eric Kelly
Wellness Center Coordinator
Adult Behavioral Health

Since January 2014 *Eric Kelley* has been working as peer staff in the wellness center and the food pantry, as chief cook and bottle washer.

Eric has since become the Wellness Center Coordinator, supervising the day to day operations of the wellness center, the food pantry, and the Community Cadre'. Eric has connected with many community partners, developing

strong collaborative relationships that are essential to providing world class service for our consumers.

The Community Cadre' is a peer run support program, which has become vital to the day to day operations surrounding community supports. The Cadre' provides transportation supports, bringing consumers to various appointments, grocery shopping, etc. The Cadre' provides personal in-home supports, surrounding light housekeeping, meal preparations, companionship, and other personal supports as needed. The Cadre' also provide supports to consumers while they are at the hospital's Emergency Department awaiting screening while in crisis. The Cadre' operate using the principles of Intentional Peer Support (IPS). Eric is a trainer for this model and keeps his staff adherent to these principles. Eric was, and continues to be, instrumental in the development of this program. He is tireless in his role as supervisor and mentor to his

staff. LCMHS is fortunate to have him.

Staff quotes:

"He has worked to create and maintain a peer cadre team that goes above and beyond to support the Wellness Center and Clients to maintain stability, support, rides to appointments and community contact at LCMHS."

"Providing face to face essential service during the stay at home order always with his team. Eric led his staff to provide information, comfort and strategies during a very difficult time."

Katrina Idol, is the School based

Mental Health Clinical Supervisor. She is a licensed Mental Health Counselor, in the field for 15 years. She has had a plethora of experiences in schools, residential, and community based settings. She is heading into her 5th year at LCMHS and is an integral part of the CYFS team,

supervising the School Based Clinicians. She provides consultation and training to schools, head start,

and childcares. She specializes in trauma informed treatment and family systems care. She has expanded her training supports to various community partners in "Vicarious Trauma." - this was exceedingly important during the last several months, while adjusting to the pandemic.



Katrina Idol
School Based Clinical Supervisor
Children, Youth & Family Services

Perhaps one of Katina's greatest strengths is being human. She provides an amazing connection, whether it be consumer/parent, supervisee, co-worker, or community partner. She has an amazing calm about her. She manages with strong knowledge, open mind, and kind heart. She consistently is available, puts others first, is passionate about early intervention, and doesn't mind thinking far outside the box. She continually goes above and beyond for families, staff, and LCMHS. Her strength, humor, and compassion is contagious in this work. We are blessed to have her at the agency.

Here is a comment made in one of Katina's nominations, it speaks volumes! She makes the impossible, look possible and keeps the fun in the sometimes very hard work that we do, everyday. THANK YOU, KATINA, for ALL YOU DO!!!

"Life is busy and full of responsibilities... home, work, kids, husbands/wives, co-workers... sometimes I'm surprised of so much so many at our agency can do, and more, and continue to "function". When I see Katina, with a young child, a new baby, a huge workload, a management position, and the mysterious ability to juggle all the challenges, follow processes, ask and answer questions, and not miss a beat. This is a true gift and proves it is possible! Or is it? She makes the work look easy, she manages staff and consumer in a peaceful, candid manner and does that with good humor and a smile. Plus, her awesome costumes!"

Laura Gale has always worked

tirelessly with our consumers in the Developmental Services department. She has always made it a goal to keep her consumers she is with in a healthy, happy space. She has worked in the community and job sites with many of our consumers and has shown herself to be a dedicated and hardworking employee; however, during covid-19



Laura Gale
Community Integration Specialist
Developmental Services

she has shown a desire to ensure that her consumers are not forgotten and are still receiving the services that they need. Laura created virtual schedules with her consumers immediately after we stopped performing in person services. This allowed her to connect with the consumers for the same number of hours they had in person. She worked extremely hard to find meaningful activities they could perform together within the new restrictions of working remotely. Laura never once complained and took on the challenge of Covid-19 head on! She was able to be a rock for her consumers and ensured they still received all of their services in a meaningful fashion.

She has continued to be flexible when returning to in person services and is now doing a mix of in person and remote supports for our consumers depending on their comfort level and whether they are ready to return to in person services. She has helped

other CIS staff with ideas for remote services and has been fantastic at creating activities consumers find enjoyable.

Laura goes above and beyond all expectations and has ensured her consumers were supported throughout Covid-19 just as well, if not better, than they were prior to our global pandemic. She has done this all while overcoming personal struggles and working a second job while never once slowing down or losing her enthusiasm to serve our consumers. Thank you, Laura, for all you have done for Developmental Services and our consumers!



Zachary Spooner
Case Manager
Adult Behavioral Health

Zach Spooner has been a dedicated member of the Community, Rehabilitation and Treatment team for the past three years. Throughout this time, Zach has been an anchor for the CRT team serving clients with the most serious mental health needs in Lamoille County. He communicates a consistent message that he is present and will always work tirelessly to honor the goals of his clients by advocating for their voices.

He exudes extreme patience when faced with uncertainty and is diligent in his process to complete tasks and unending paperwork with a playful sense of humor that is razor sharp and much appreciated. He is a grounding force with his team and is always willing to discuss complex scenarios with client autonomy always

in the forefront.

While hilarious in his own right, he is professional, courteous and respectful across the landscape of settings he meets with in his role as a case manager. Zach has mastered navigation of the legal system with timely communication and high-priority paperwork. He continues to be a leader in the world of an aging population with complex co-occurring needs requiring collaboration with the Division of Disabilities, Aging and Independent Living and the Area Agency on Aging and the court system to protect the legal right of his clients as they age and connect them to additional resources. He is reassuring to his clients and their families and offers validation and guidance when it is truly needed.

This is the second year that Zach has been nominated for the Shirley Hayden Award and that simply speaks to who he is as a case manager but even more to who he is as a person.

Staff quotes:

“Zach is always advocating and working to help his clients. He is extremely patient and understanding.”

“Zach consistently deals with a tough client load. In his being, he communicates “the buck stops here”. He has been overloaded and has risen up to the difficulty, communicating and being fully accountable.”

Celebrating Years of Service



Kathleen Greenmun
Melissa Bourdeau



Cindy Peake
Jennifer Stratton



Sheila Arel
Sherry Marcelino
Vickie Germain



Jaime McLean
Miranda Young
Rita Hammond
Sara Pastina



Alysia Coolum
Asa Morse
Chelsea Lamore

Chrystal Lemieux
Darlene Deroehn
Ernest Chaves

Gary Lombardi
Janet Lockyer
Jean Aney

Jessica Speer
Jolene Shepard
Kathleen Hill

Miranda Maxham
Myles Kouffman
Sarah Williams

Shyanne Thompson
Tina Bridgman

Adult Behavioral Health

By Bryanne Castle, Adult Behavioral Health Director

The Mobile Crisis Team:

The Mobile Crisis Team offers emergency and crisis services to anyone who lives in Lamoille County, 24 hours a day, 7 days a week. We serve children in the surrounding towns including Hardwick, Craftsbury, Greensboro, Stannard and Woodbury. Services including phone support, face to face and telehealth assessments, referrals for psychiatry, counseling and other programs at LCMHS. The Mobile crisis team works in collaboration with local police and sheriffs' departments as well as community service providers on referrals and critical incident debriefings.

Alcohol and Substance Awareness Program – ASAP:

The ASAP program continues to provide short term detox for people in crisis due to alcohol or another drug incapacitation. This program is currently overseen by the Mobile Crisis Team in conjunction with ASAP screeners. Trained ASAP staff works with clients during their stay to support recovery action plans and short-term case management. ASAP and Mobile Crisis have worked on collaboration with the North Central Recovery Center to support with recovery resources.

The Mobile crisis team continues to build on collaborations with many of the services providers in Lamoille County including Copley Hospital, the North Central Recovery Center, local schools, Home Health and Hospice, Behavioral Health and Wellness and private providers within the community to ensure access to crisis support and effective outcome measures.

Adult Outpatient (AOP) | Community & Rehabilitation and Treatment (CRT)

In the past year the AOP/CRT program has worked on expanding therapeutic services including Psychiatric Evaluations through telehealth and in person assessments, medication management, Cadre rides and supports, Medical Care Coordination, Individual and Group Therapy and CRT and Adult Outpatient Case Management and Supported Employment Supports. Centralized Intake has ensured one-point contact to services across programs and services are currently offered in person and remotely with the use of tele-health.

Claire Hancock, Licensed Independent Social Worker (LISW), who is our acting Eldercare clinician has provided individual therapy and consultation for our staff and community specific to the needs of an aging population. Partnering for Housing Recovery has been headed up

by Sherry Marcelino in her new role as Community Support Manager to address needs in the community and hotels in Lamoille County. Dr. Mark McGee, MD has been providing telehealth appointments for clients across the agency and accepted the position of Medical Director for LCMHS last year.

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 for the year:

- ⇒ 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
- ⇒ Participating in the Craftsbury Mental Health Resources Group
- ⇒ Collaborative Assessment of Managing Suicidality (CAMS) trainings for LCMHS, Community Health Services of Lamoille

Valley (CHSLV) and private therapists in January /February 2020.

Members of the Zero Suicide Community Collaboration include the following:

- * Lamoille Family Center
- * Lamoille Restorative Justice Center
- * Community Health Services of Lamoille Valley
- * The Women’s Center at Copley Hospital
- * Northern Vermont University
- * North Central Vermont Recovery Center
- * Clarina Howard Nichols Center
- * Vermont Chronic Care Initiative
- * Laraway School
- * Support and Service at Home (SASH)
- * Area Agency on Aging
- * Capstone
- * Health Lamoille Valley
- * School Districts: Orleans South, Lamoille South and Lamoille North Supervisory

Residential Programming:

Copley House – LCMHS largest residential program is licensed for 16 beds. The program is geared towards clients who may have some complex medical conditions and require integrated health and mental health level of care within a residential setting. Johnson Group Home – 7 bed facility that works on a care model to support collaboration, decision making, skill development, and connections with community supports to transition to an independent living setting.

Crisis Bed:

Oasis House – Oasis House is in the 8th year of operation as a psychiatric care bed admitting new referrals 24/7, 365 days per year. Oasis House works in close proximity with Julie Sullivan, APRN providing coverage and consultation 24/7. Oasis House also provides medication training, delegation and administration by Scott West, RN and psychoeducation services with nursing needs and medication support by the Community Psychoeducation Services team led by Marilyn Bernier, Registered Nurse.

Food Donation & Distribution

By Jim Poirier, CRT Supported Employment Coordinator

Due to Covid-19 shutdowns we have taken on the challenge of addressing the issue of food insecurity for the past 8 months.

Individuals who were abruptly shut out of their jobs, faced the sudden disappearance of their income. They lost their paychecks, and the promised unemployment checks were substantially delayed. To this extent people were unable to buy food to feed themselves and their families. They were faced with having to choose between buying food or paying bills. In time, many were unable to put gas in their cars to get to the grocery store or were also forced to choose between the two.

Often, when asked if they needed help, these families were reticent to speak of their situation. They would, however, open-up to their neighbors and friends with whom they had long standing relationships. We then started asking some folks who were receiving meals if they would reach out to their more reticent neighbors, offering some food as neighbors, if we were to leave enough food for them to distribute. These folks were excited for the opportunity to participate, giving back to others in need. We were able to reach our most isolated folks this way - providing them the opportunity to do good work in their community, while also receiving the help needed.

What differentiated our efforts from a few relief programs is our *Community Cadre Program*. The Community Cadre Team has been instrumental in delivering food not just to the outlying areas within Lamoille County, but also to the in-town homes of individuals who were most vulnerable. The Cadre kept them connected throughout this trying time, checking in, as well as providing supports.



With the ongoing contact from Cadre staff - the smiling (albeit masked) faces of people that are known and trusted - showing up on their doorstep, I am sure many potential crises were averted.

Since March 2020, what began as a Skinny Pancake donation of 300 meals grew into a distribution network delivering 7,340 meals as of mid-September (and we're not done yet)!

After the initial donation of 300 meals for our consumers and their families, another donation was arranged for 330 meals, which were distributed to consumers throughout the county as well as to consumers at curbside. These donations became a regular weekly occurrence, as a coordinated effort via a program called *Shift Meals*. The number of meals increased to 700 weekly, as we became a distribution point for other sites, due to our freezer storage capacity at LCMHS.

LCMHS became the hub for distribution in Lamoille County, with some curbside pickup, but more often with staff bringing the meals to drop sites for distribution, as well as to individual community members. It should be noted that staff used (and continue to use) their personal vehicles to deliver to families, as well as dedicating their labor in helping to unload and deliver meals at these drop sites.

Currently, as we head into the Fall, we are partnering with the *Headstart Program*, so that teachers doing home visits bring meals to the families that they visit.

I am grateful to the staff that stepped up to help in this endeavor - it was huge and constructed on the fly. Their participation made it happen and continues to make it happen. You exemplify who we are as an agency: I am humbled to know you.

Distributed Meals in Numbers

- * 2,640 meals to the Morrisville Elementary School, supplementing the summer school lunch program, enabling entire families, not just students, to benefit.
- * 1,400 meals to the Cambridge Rotary, via Smuggler's Notch Resort.
- * 100 meals to Teen Challenge Vermont
- * 3,200 meals to LCMHS clients and their families as well as other community members who were struggling.



Fighting Homelessness

By Sherry Marcelino, Community Support Manager

The “Stay at Home Order” as the result of Covid-19 was anxiety provoking and complicated for all of us. What happens if I get sick or a loved one gets sick? How do we work? Educate our kids? Manage relationships? Process Grief? It was a lot to process and manage, and it continues to be so. However how do you stay at home at all, if you have no home to go to? This is the reality for over 95 adults and 17 children in Lamoille County as we speak, and LCMHS initiated a call to action to provide services and connections to people experiencing homelessness in our county. The state of Vermont set up a system for people without housing to relocate in local hotels at is was the safest way for people to minimize contact and follow safety measures in the pandemic. Currently, Jessica Speer as a case manager who can provide follow up for those who were referred and qualify for mental health services, and myself, as the agency’s Community Support Manager and housing specialist, visit these sites to connect with people who are requesting support. As of September 2020, 38 households have benefited from this outreach with the goal to support people in finding permanent housing and get connected to the right supports for them. This can include mental health services, substance misuse services, domestic violence agency contacts, and direct referrals to medical homes for primary care. Vocational services are also offered in order to have every participant receiving some form of income. Though the need for these services are not decreasing, the services provided as the result of a grant LCMHS received through the Office of Economic Opportunity and Department of Children and Families has made a difference in decreasing the time it takes for a person to get connected to services and to navigate barriers in achieving their goals of finding safe and long term housing.

As one participant commented, “I feel pretty stuck, but I feel better at least meeting with someone and getting things started in the right direction”.

The grant is due to end December 31st, however LCMHS will continue to strategize best practices to support people in our community without stable housing, and collaborating with community partners to enhance services and people’s quality of life.

Johnson Group Home Gardening Program

By Johnson Group Home Team

This spring we created a gardening program for the Johnson Group Home residents. Four raised beds were set so residents could plant vegetables and flowers. They selected the plants they wanted to grow then nurtured them through the process of planting, transplanting, pruning, fertilizing, and eventually harvesting. Throughout this process, many metaphors relating to life and well-being were taught.

Later on we were able to add elevated raised beds that are handicap accessible and a vermicompost bin thanks to a grant through RiseVT. By doing this, those in a wheelchair or unable to bend and kneel comfortably benefit from gardening as well. With Vermont Act 148 that came into play making composting mandatory since July, 1st 2020, we started utilizing a compost bin with worms, the food scraps that the home generates are turned into a humus and leachate at a faster rate than a traditional compost bin. That humus and leachate can

be used as a nutrient rich amendment to the raised beds in the garden, creating a cycle of use closer to efficiency and sustainability.

Our mission was to create a space for stress reduction, gentle exercise, and education about the many therapeutic



qualities of gardening. The garden provided the residents with an object of focus, a positive means of self-gratification, and experience with planning, organizing, and task completion that they can carry with them on their life journey.

Participants are encouraged to use their gardening experience as a conversational piece to share with family and friends. We hope that the skills and lessons learned during the gardening program will stay with the clients as they graduate to independent living in the future. As well as learning how to grow plants, they were taught the nutritional values of each plant they grew.

Johnson Group Home's Therapeutic Gardening Program is most aligned with CDC's Recommended Strategies for Obesity Prevention. The garden increases the availability of healthier food choices for Johnson Group Home in one of the most affordable ways. When the residents spend time playing in the garden, that is time they are not spending in front of a television, computer, or phone screen.



Residents have expressed how nice it is to pick and eat fresh vegetables they have grown throughout the season. "Going outside and working in the garden and getting her hands in the soil feels good", BG. They also enjoy doing the starter plants inside the home and then bring them out to the garden and watching them grow. Healthy breakfasts and pressing oats are good. "Having fresh vegetables for snacks and going outside and picking the fresh kale to cook it is good, we pick the lower ones first to eat." TI

"Cooking with the fresh foods is better and good." AD



Children, Youth & Family Services

By Robyn Daley, CMFS Director

School Based Mental Health

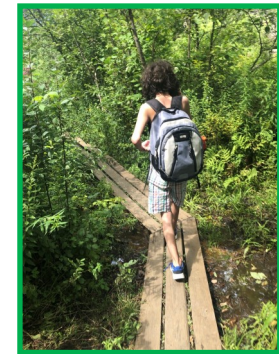
The Redwood Program:

This past year has been a new adventure for how we deliver services within The Redwood Program (Behavioral intervention supports). We served 58 children. We had a very successful start to the school year. When remote learning began, we rethought how we delivered services to ensure that our students were still getting the support they needed. Over the summer we developed modified summer services to reunite our Behavioral Interventionists and our students. Even though services looked different with the Covid-19 guidelines in place, there was so much happiness about being back together again. As we get ready to kick off this upcoming school year, we have prepared to offer services in new and exciting ways. From tents in the yards at our agency, to traveling art supply kits, to community based outdoor social skills education. The engagement with families and school staff has been incredible, and together we will continue to work together to provide our students with the best possible outcomes.

School Based Clinician Program:

We have begun to offer trauma informed systems training and consultation in all three districts that we contract with. Programming moved to telehealth supports as of late March 2020 due to school campus closures. Students and families were able to engage with services via phone, zoom, and google meet. We are seeing an increase in family- based work with these methods of service and school districts are grateful for the student outreach that is provided during this challenging time.

As we begin the 2020-2021 school year, LCMHS School Based Clinician Services are offered in 6 schools in LSUU, 1 school in LNSU, and 4 schools in OSSU, as well as at the East Meadow School in Morrisville. School Based Mental Health services include: intake and assessment for services at LCMHS, individual, group and family supports



following CDC guidelines, social emotional learning supports for teachers, staff, and administrators, and team participation and consultation for all student support team meetings.

Valley ABA (Applied Behavioral Analysis):

ABA has gone through an exceptional growth this past year. We have continued to collaborate with our community partners in providing ABA services within the school setting and local communities. Our program has expanded across a new platform, offering telehealth to assist families with continuation of their services due to the recent global pandemic. Our staff have been accommodating with focusing on our families first and providing them the reassurance that we can continue with quality work given the current circumstances and setup. In July, ABA resumed face-to-face services. It was great to see that certain skills were not lost due to telehealth and families working with us in their homes. There remains interest in our program as our waitlist continues to grow. This year has presented us with new challenges and we have been able to work through it and succeed.

Intervention Venues Youth (IVY):

This year proved to be very unique as we navigated the uncharted waters of the COVID-19 pandemic and for the first time, provided remote services to our consumers. Throughout the year in IVY, we have served a total of 39 different children with developmental disabilities, some with a co-occurring mental health diagnosis. Prior to the pandemic, we provided in-home supports, community skills work and support at school meetings. Since the pandemic started in March and continuing throughout this

IVY Program Success Story

By David Lowenthal, IVY Program Case Manager

I have been working with a, now 16-year-old, consumer for the last two years in the IVY program. In my time with them, I have seen them make incredible progress both socially and behaviorally. This consumer has been involved with both IVY and Redwood for a large portion of their academic career. During their freshmen year, this consumer identified that they wanted to gain more independence during the school day and stated that they no longer feel the need to have the support of a Behavior Interventionist (BI). The team got together and decided that this consumer was able to now remain regulated during a school day, able to maintain appropriate peer relationships, and able to function largely independent of their BI for the duration of the school day. As a result, the team decided that they would be graduated from the Redwood program.

This consumer's caregiver has continuously stated that they "have grown so much in just the last few years". and that the services provided by LCMHS have been invaluable to the growth and development of their child. This consumer still receives case management and community skills work from the IVY program so that their level of independence can further increase, not just within a school environment, but the community as a whole. In my two-years with this consumer, they have always strived to do the work and to learn skills needed to gain independence.

summer, IVY case managers provided direct telemedicine support to 15 consumers and have resumed safe, face to face visits with 18 consumers. Even when the consumers were unable to participate in telemedicine appointments, their parents/caregivers all stayed connected to case managers. We are thankful for staff and families who have stayed committed and have been flexible during these trying times!

Outpatient Home and Community Based Services:

Over the last year, our Outpatient programming, although short staffed, has provided case management and therapy services within the community, home, office based, and telehealth settings. This program has strong community partnerships, is dedicated to children and family safety, and will find innovative ways to support families, reach their goals, in any situation. This team has provided community groups to youth that have been successful in building long term relationships for families. Outpatient programming has had quarterly “Wellness Days” for families to create a safe and fun peer and family experience. These activities include peer activities (10-15 youth) and a group family activity.

Early Childhood and Family Mental Health:

The family center also continues to contract with LCMHS to provide early intervention mental health services for children 0-6 through Children’s Integrative Services. Early Childhood and Family Mental Health provides support to children both in the home with their parents and in child care facilities. These services provide intervention strategies that can be utilized to manage behavioral and emotional challenges in hopes of providing proactive services to decrease intensity of symptoms for them in later life.

Community Skills Work Program:

Community skills workers resumed in person contact in June and were able to support students attending the East Meadow School Summer Camp. Staff and students were able to engage in a variety of activities including fishing, sports related activities such as soccer and basketball, taking walks and more. Community skills workers have continued to support in person contact and work to help clients engage in community outings in a safe way. Staff are often seen working to find creative ways to support visits outside, despite challenges with weather including playing games under tents and covered areas in the community, playing Pokémon Go to promote physical activity in a fun way, and working to develop deeper connections with clients through exploring new interests and activities. Case Managers have continued to offer support in a variety of ways to families during the pandemic and are working to implement opportunities to provide in person meetings to help clients and families feel more connected during such an uncertain time.

Valley ABA Success Story

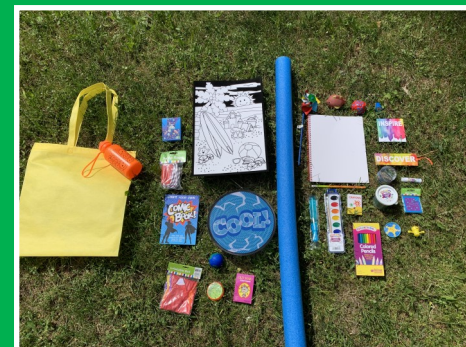
By Paula Reynolds, Senior Behaviorist for Redwood and Valley ABA

At Valley ABA, a huge success story for one of our consumers this year was the transition into kindergarten from early intervention services. In the summer of 2018, we received a referral from his physician requesting ABA services. At the time, he was three years old with limited language and diagnosed with autism spectrum disorder (ASD). When reviewing his charts, other providers considered him non-verbal. Upon opening him up for services at LCMHS, we immediately started to work. We started from scratch, there wasn't a formal system of communication in place and behaviors exhibited were destructive. One of things I value most about this service is the time we are given to learn about our consumers and build trust. Making a connection. Within the first month, we set into practice a language and communication program. After 6 months, his language was blossoming and we shifted our focus from teaching one-word requests to making connections between communication and behavior. After the first year, he started preschool part-time. This was an opportunity for us to work with our local community members in other districts. Meetings took place regularly, allowing for discussion on practices and strategies used to address his IEP and behavior goals. It was great experience and our consumer was the one who benefited the most from it. After 2 years providing early intervention, he has met his goals and transitioned into kindergarten full-time! We couldn't be happier and excited for him starting a new chapter.

Schools Partnership- Project AWARE

By Katina Idol, School Based Mental Health Clinical Supervisor

Earlier this year, Project AWARE - Advancing Wellness And Resiliency in Education - has contracted with LCMHS to provide online support groups to Orleans South Supervisory Union (OSSU) students, staff and parents through June 30th 2020. They also contracted for purchase, assembly and delivery of self care packages for the 350 elementary students at Hardwick, Woodbury, and Lakeview elementary schools. These care packages included sensory items, art materials, outdoor items, activities to play with family, with the goal of supporting students mental, physical, and emotional health while at home during this time.



Developmental Services

By Jennifer Stratton, Interim Development Services Director

This year it is hard to think about anything but the Covid-19 Pandemic. Once the pandemic hit, we had to think about the way that we provide services and change how we typically deliver services. The program quickly had to go into tele-health mode. This took some planning as a lot of staff and consumers did not have necessary equipment to do tele-health. LCMHS had to purchase chrome books, headphones, and cell phones to be able to provide support in this new manner. Individuals that we have partnerships with such as Northern Vermont University and Global Campus also started providing support to consumers via tele-health. I have so many people to thank for the support they provided to the consumers through this pandemic. I cannot thank our Shared Living Providers (SLP) enough for the safety and security they provided to the consumers we serve. As the number of hours that consumers receive in services decreased our SLP were present and supported our consumers. Our Community Integration Specialists (CIS) were flexible and learned new platforms to provide services. Our Service Coordinators provided an increase in service coordination. It has taken a team to weather the waters of Covid and I am thankful to all of you for the work you have done to support the consumers to make our service delivery system one of the best in the nation.

LCMHS Developmental Services Supported Employment had 67 consumers enrolled in Supported Employment and 63 employed. LCMHS had 12 new successful placements. LCMHS consumers enrolled in Supported Employment earned a total of \$289,110.19. The LCMHS Developmental Services Supported Employment program had an overall employment rate of 69%.

Our Self-Advocacy group GATSA - Getting Acquainted Through Self-Advocacy, worked hard on fundraising to get our advocates to the annual Statewide Voice and Choices conference as well as the National Self-Advocacy Conference in Denver Colorado that was scheduled for October of 2020. Unfortunately, due to Covid, both conferences were cancelled for this year. We were able to purchase zoom accounts to utilize for the group. This has been a transition. Consumers report that while it is different from our old meetings that it is still awesome to get together and check in with folks remotely.

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.

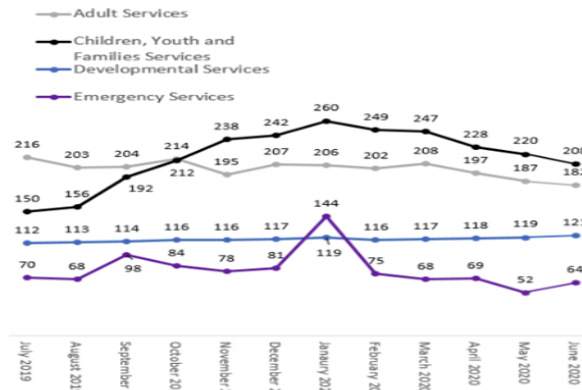
The Developmental Services Program at LCMHS provides the following services: Home and Community Based Waivers, Flexible Family Funding, Targeted Case Management, Bridge Program, and, Intervention Venues for Youth (IVY) Program.

LCMHS in Numbers

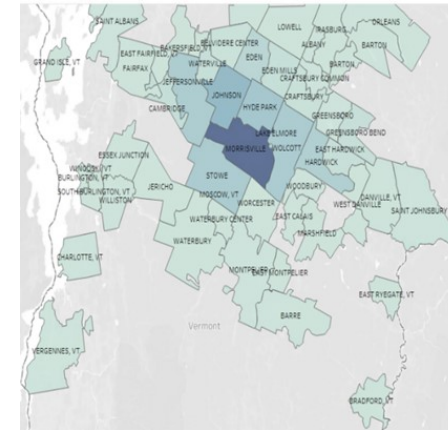
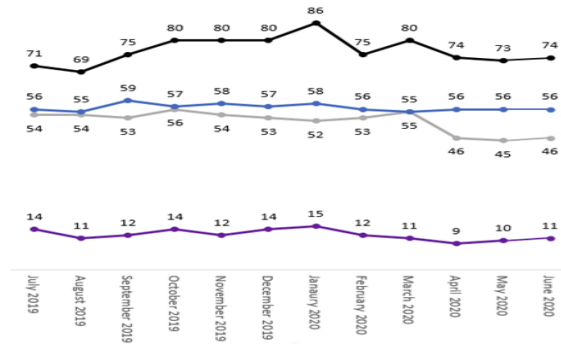
By Anne Paumgarten, Director of Quality

Highlights FY2020

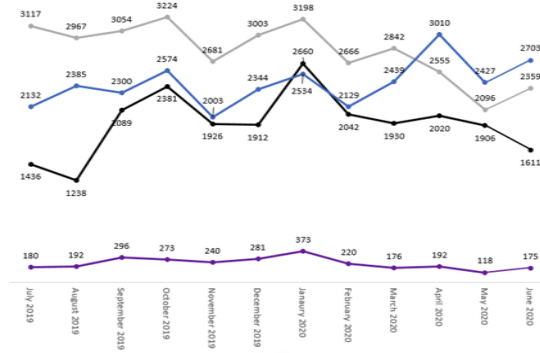
- * LCMHS provided services to an average of 583 people monthly across programs.
- * 2/3rds of people who came to LCMHS for services live in one of 7 towns: Morrisville, Stowe, Jeffersonville, Hyde Park, Johnson, Hardwick and Wolcott.
- * A monthly average of 197 staff provided direct services with about 25 additional staff who provide administrative and other supports.
- * Staff provided an average of 7384 services monthly across programs.



LCMHS Staff Providing Direct Services



of Services Provided to Adults and Kids

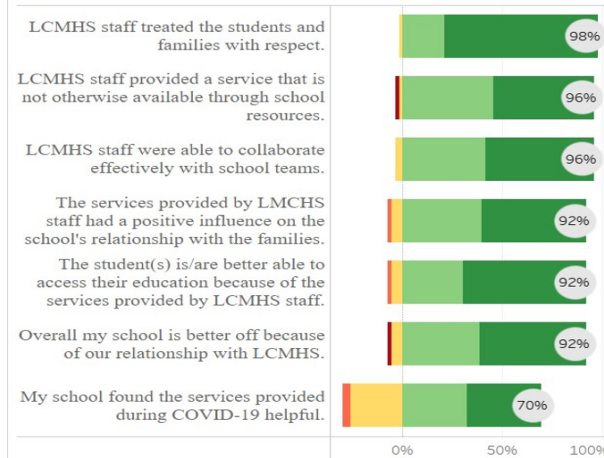


LCMHS in Numbers

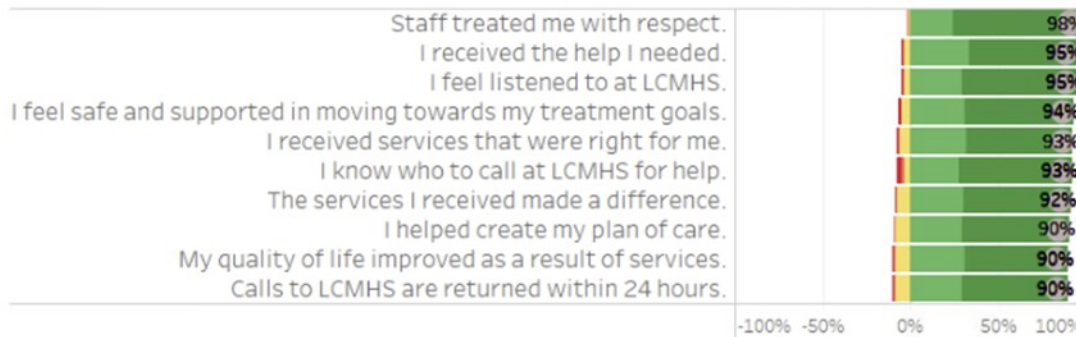
By Anne Paumgarten, Director of Quality

% of School Staff that 'Agree' or 'Strongly Agree' with the following statements:

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree



% of Clients that Agree or Strongly Agree with the Below Statements



Highlights FY2020

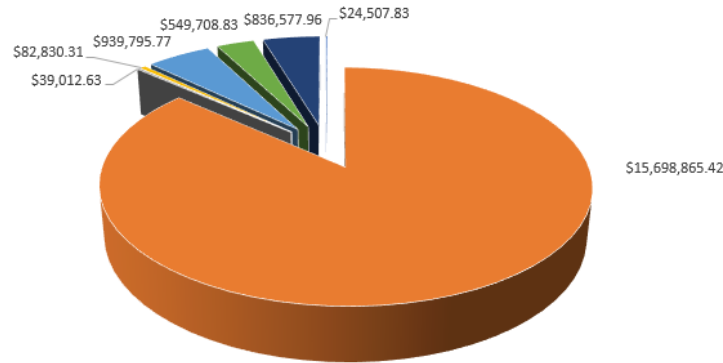
- * 95%+ of people who work with LCMHS staff in the schools (that were surveyed) agreed that LCMHS staff treated clients with respect, provided a service not otherwise available to families and effectively collaborate with school teams.
- * 95%+ of clients surveyed feel listened to, report receiving the help they needed and feel that staff treat them with respect.
- * The most common diagnoses (50+ people) in order of prevalence are adjustment disorder, PTSD, autism, major depressive disorder, and mild intellectual disabilities.

Financial Report

July 1, 2019 - June 30, 2020

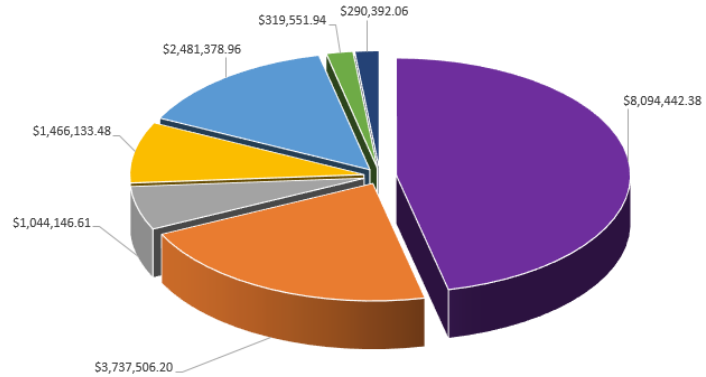
By Jim Heath, Chief Financial Officer

Total Revenue \$18,171,298.75



- 1ST PARTY FEES
- MEDICARE
- DMHS OTHER GRANTS/CONTRACTS
- OTHER INCOME
- MEDICAID
- INSURANCE
- OTHER STATE GRANTS/CONTRACTS

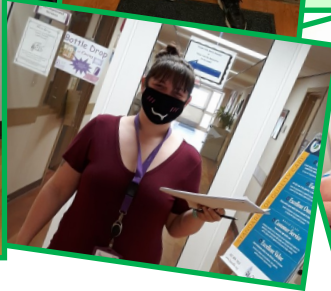
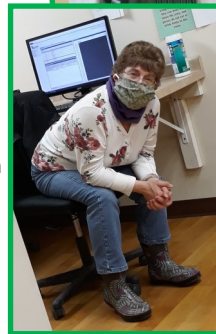
Total Expenses \$17,433,551.63



- SALARIES/WAGES
- GENERAL OPERATING
- BUILDING EXPENSES
- FRINGE BENEFITS
- PROGRAM EXPENSES
- CONTRACTUAL SERVICES
- TRAVEL & TRANSPORT

Our Thanks to those who gave to LCMHS this year

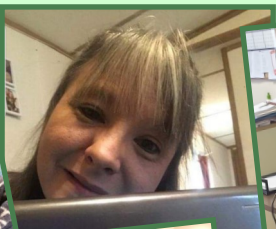
Berts Boats
 Bourne's Energy
 Charlmont Restaurant
 Edward & Lynne Raymond
 Elizabeth Bourdon
 Ellen & Peter Roberts
 Fidelity Charitable
 G.W. Tatro
 Hannaford
 John & Jeannette Van Blarcom
 John Roessner III
 Judith Tischler
 Julia and Dennis Landry
 Lois Keith
 Manufacturing Solutions (MSI)
 Michael and Deborah Martin
 Mila Lonetto
 MoCo Morrisville
 Rhonda Bedell
 Salvation Farms
 Shaws
 The Tag Philanthropic Foundation
 Union Bank
 Wallace & Dorothy Reeve
 WLVB Radio



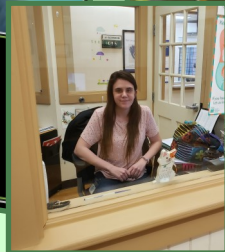
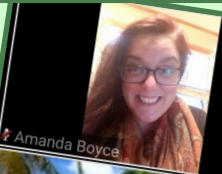
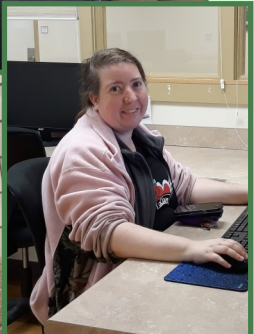
A Special Thank You for the Mask Donations!

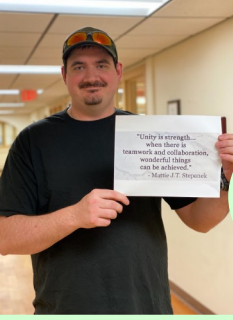
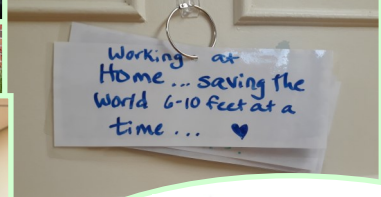
Amanda Boyce	Kristin Foster
Anne Marie Furey	Mary Anne Lewis
Carolyn Jones	Michelle Pelletier
Carolyn Jones, Sr	Naomi Wyman
Concept 2	Noreen Hopkins
Christine 'Dede' LaRow	Oasis House
Elaine Fortin	Polly Manosh
Elizabeth Perry	Poppy Gall
Esther Hasskamp	Product Think Tank LLC
Joyce LaRow	Sarah Williams
Julie Sullivan	Sherry Jones
Kathleen Greenmun	Susan Kanley
Kelly Frost	The Tailor Shop, Stowe
	Turtle Fur





One day you will tell your story of how you've overcome what you're going through now, and it will become part of someone else's survival guide. ♡






72 Harrel Street, Morrisville, Vermont
www.Lamoille.org

