



“Where people & possibilities come together”



## 2013 Annual Report



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

<http://www.lamoille.org>

### **LCMHS Residential Homes**

#### **Copley House**

Morrisville, VT 05661  
(802) 888-7323



#### **Johnson Group Home**

Johnson, VT 05656  
(802) 635-7174



### **LCMHS Crisis Care Centers**

#### **Oasis House**

Hyde Park, VT  
(802) 851-8368

#### **ASAP (Alcohol & Substance Awareness Program)**

Morrisville, VT 05661  
(802) 888-3103

### **Other LCMHS Locations—Developmental Services Office**

520 Washington Highway  
Morrisville, VT 05661

## **Mission**

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

## **Vision**

A community with wellness at its core and clear access to a comprehensive continuum of quality care of services.



# Letter from the CEO

It is with great pleasure and a sense of shared accomplishment that I present the performance report for Lamoille County Mental Health Services for Fiscal Year 2013. It should be immediately noted that as of January 2013 we dropped the name under which we had worked for a few years, Lamoille Community Connections, for our old (and legal) name, LCHMS. We felt the old name better reflected who we are and what we do.

Following are some of the important moments in the year under review. Firstly at the operational level, the Department of Mental Health (DMH) made available to the Designated System additional funds for enhanced services. This was as a result of the damage sustained by the entire State system caused by Hurricane Irene. LCHMS received \$284,000 which was used to establish and expand our mobile crisis team. The primary cost of this expansion was in the hiring of qualified personnel to staff the team. This action resulted directly in earlier team interventions that reduced the need for hospitalization and shortened the team's response time to crisis situations. The grant also permitted our increased ability to provide short-term out-patient case management again with the strategic objective of reducing the need for hospitalization and higher level care. Both as a result of increased need and our enhanced capacity LCHMS was able to provide services for the year under review, to two thousand three hundred and five (2,305) persons, as compared to one thousand eight hundred and ninety two (1,892) in the previous year, an increase of 22%. Secondly, in February 2013 LCHMS opened our two-bed crisis program, Oasis House. This facility has been of tremendous help in preventing and/or diverting Emergency Room visits and hospital

stay. During the first 5 months of operations, Oasis House served 56 consumers, thus diverting them from higher levels of care.

During FY 2013 we also saw the fuller implementation of our new Electronic Medical Records (EMR) system. The goal is to have every program on the system by FY

2014.

In January 2013 the Green Mountain Psychiatric Care Center (GMPCC) began providing services at their temporary hospital located at our building at 72 Harrel Street. The space was rented by LCHMS to GMPCC for two years. The first few months of the arrangement was as anticipated, not without its challenges but through collaborative communication we were able to collectively smooth out any wrinkles in the relationship. It is to be recognized that the loss of space placed some hardship on the staff of LCHMS and I want to acknowledge this, and to express my gratitude to our staff for their generosity and continued patience.

What was both revealed and highlighted by the above processes were the on-going challenges in attracting suitably qualified staff. During the year we lost some key positions including the Behavioral Health Director and the Chief Operating Officer both of whom have taken positions with in the Mental Health system. We are currently recruiting for both of these positions. I would like to take this opportunity to welcome Jeremy Martin as our Oasis House Manager, and to congratulate the following persons on their promotions as follows: Christina Glowac as Director of The Redwood Program; Robyn Daley as CYFS Clinical Director; Sherry Marcelino as CRT Program manager; Monique Reil as Emergency Care Services Manager; Kristine Kupcha and Benjamin Goodwin as Copley House Managers; and Shannon Perry as Johnson Group Home Manager.

In closing I would like to thank our Board of Directors for their guidance and continued support as we strive to provide quality services to our consumers. To our caring, compassionate and dedicated staff I would like to say a heartfelt "thank you" and that I look forward to working with you closely in the coming year and beyond as we continually seek to improve our services.

*Savi Van Sluytman*

Chief Executive Officer



# Letter from the Board President

I want to thank all of those who have worked for Lamoille County Mental Health Services this past year for their competent and dedicated service to our clients. I also thank all of our community partners who have worked cooperatively with our Agency to provide services to all of those in our region. We should all be very proud to say that every day we make a difference in the lives of so many of our citizens, young and old, who have put their trust and reliance in us.

Despite the fact that the Agency endured budgets reductions in prior years and level funding over the last year, we have carefully used our financial resources to provide comprehensive services of the highest quality. In fact, we have actually been able to increase our impact on the community through the opening of our crisis bed facility, known as Oasis House, in January 2013, and the continuing operation of our substance abuse facility through the so-call ASAP program.

We are indeed fortunate to have a beautiful and well appointed main facility in Morrisville. It has been a welcome place of therapy, refuge, fun, and social activity for our clients. It has been a professional and well organized place of business for those who work for us. In January of this year we stepped up to our responsibility to assist the State of Vermont through its time of need when we permitted the State of Vermont, to place a short term eight bed hospital facility in our building. Everyone among us has joined together with extra effort, good humor, and cooperative spirit to make this transition a meaningful experience with little or no inconvenience. We look forward to having the full use of our building back next year.

Our Agency continues to seek ways to have a greater impact in the community. During this last year, three of our staff made the extra effort to be certified as Trainers of other professionals and members of the community in the provision of Mental Health First Aid.

Lamoille County Mental Health Services does face many challenges, but it also has the stability, good leadership, commitment, and basic will to face and overcome those challenges. It is my firm belief that our agency will continue to get better, to continue on the path toward becoming a recognized community leader, and to make a very meaningful and irreplaceable contribution to the lives of all of those we serve. I am honored to have served as the President of Lamoille County Mental Health Services.

*Ed French*





### BOARD OF DIRECTORS

Ed French, President  
Ken Hoepfner, Vice President  
Ted Lambert, Treasurer  
David Vinick, Secretary  
Savi Van Sluytman, Executive Director  
Lori Cyr  
Bev Allen  
Craig Provost  
Paul Griswold  
Myles Kouffman  
Cynthia Hennard



### SENIOR LEADERSHIP TEAM

Savi Van Sluytman, Chief Executive Officer  
Denis Houle, Controller  
Amy Fitzgerald, Human Resources Manager  
David Mooney, M.D., Medical Director  
Sherry Mercilano, CRT Program Manager  
Marc Adams, CYFS Director  
Robyn Daley, CYFS Clinical Director  
Christina Glowac, Redwood Program Director  
Jennifer Stratton, DS Director

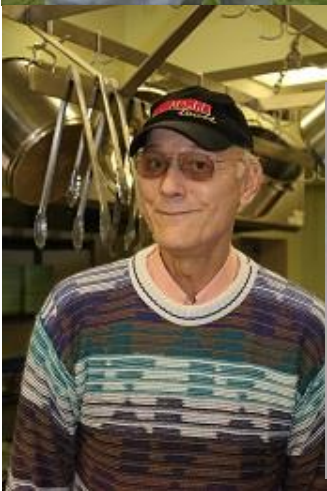


# PEOPLE SERVED

July 2012—June 2013



<b>Town</b>	<b>Number Served</b>
Cambridge	53
Craftsbury	14
Eden/Eden Mills	134
Elmore/Elmore Lake	13
Hardwick/East Hardwick	98
Hyde Park/North Hyde Park	136
Jeffersonville	101
Johnson	340
Morrisville	845
Stowe	121
Waterville	49
Wolcott/North Wolcott	126
Other	273
<b>Total</b>	<b>2303</b>



# LCMHS Program Updates

## Developmental Services

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

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

1. Starts before age 18; and
2. Results in severe deficits in adaptive behaviour functioning.

In addition to having a disability, individuals must

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

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

### Individuals Served

Home and Community Based Waiver:	75
Bridge Program:	19
Flexible Family Funding:	31
Targeted Case Management:	3
Total:	128



### Highlights:

Lamoille County Mental Health Services held its first College Steps graduation. This was a celebration with staff, family, and friends to celebrate the accomplishments of 3 students in the areas of education, campus life, and career development. This program has continued to grow in numbers every year.

DS Employment program exceeded its job placement target established with Vocational Rehabilitation by more than 50%. We also doubled our rehab rates. Our Supported Employment Program served 40 consumer this year.

The self-advocacy group, GATSA, sponsored two families at Christmas. In addition they donated 4 turkeys. We had 6 members of our local GATSA group attend the national conference which was held in St. Paul, MN. GATSA held a lot of successful fundraising events to be able to attend

educational conferences.

Developmental Services held several trainings throughout the year. Some of the highlights are all CIS received training in Mental Health First Aid. Service Coordinators placed a lot of focus on the electronic medical records. Our Shared Living Providers received training in Autism, How Trauma Effects Behaviour, and Circle’s.

Developmental Services lead 4 groups throughout the year. The groups focused on supporting consumers with boundaries and healthy relationships.

Developmental Services in partnership with our Children’s Program started the IVY program. This is a program to support children and families who may have lost hours in the Children’s Personal Care Program.



## Children, Youth, and Family Services

The Intensive Family Treatment (IFT) team was developed and is staffed and is in high demand.

Screen Team has developed a tracking system so there is less wait time for services and better communication with the teams to support new families/children.

The staff has been actively participating in reflective group case review 2/ month so we are thinking more clinically about the families we work with and getting support that we need to continue to do good work with families.

Children's Integrated Services (CIS) is continuing to provide high quality interventions with young children's families and early care programs. Serving 8-10 children above the contracted volume of 20.

Enhanced Family Services (EFS) is continuing to grow the program and has doubled the amount of waivers from the past year. EFS has successfully collaborated with community partners to establish out of home placements.

The Redwood Program (Behavioral Intervention program) successfully completed its 3rd annual summer program which continues to get better and grow every year. We had six summer contracts specific for children who need support over the summer. The overall theme of the summer camp is based in The Circle of Courage, a Native American model emphasizing 4 main elements including Belonging, Generosity, Independence and Mastery.

The Redwood Program has also expanded its capacity to offer Behavioral Consultation. We have 2.5 Behavioral Specialists so we can augment the work we do in schools supporting children who need assistance in accessing their education.

We are starting several Parenting Groups this fall. They are targeted for different ages and needs of the consumers we serve in CYFS. We are working with our community partners to offer some of these groups on different locations to make them more accessible.

At the end of last school year, Peoples Acade-

my Middle School awards their students for areas of achievement. A few of the students in The Redwood Program received recognition for making their own individual achievements and growth as well as one of the Behavioral Interventionists received a recognition certificate for having assisted her student in achieving the most amount of growth with-in the school year.



Over the last year we have had three staff complete their Master's Degree. This brings the total CYFS staff with a Master's degree to 15.

We have continued to work on our ability to partner with families and service providers to provide coordinated services through the Act 264 process. We have increased our Communities Coordinated Service Plan's (CSP) by approximately 17% over last year with LCMHS having representatives at more than 96% of the meetings.

All of our staff has been trained in the ARC trauma informed care model and we have had our clinical director and CIS Program Manager involved in the states initiative of training the trainers with Margaret Blaustein. This practice has now become a shared / common practice across all of our programs so that when families change programs they experience common theme around working with children who have experienced trauma. We are now partnering with schools and other agencies to offer the training to their staff as well.

CYFS Standing Committee has more than doubled its members in the last year. We now have 8 regular attendees and two more that attend when they can.

The Redwood Program Director and one of the Service Coordinators have become trainers in Handle With Care, a national de-escalation and restraint protocol. We are now able to offer this training to the agency and our school partners alongside of our ability to offer our trainer certified in Non-Crisis Intervention by Crisis Prevention Institute.

# LCMHS Program Updates

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## Community, Rehabilitation and Treatment

The Behavioral Health Program at LCMHS has had a year of tremendous growth and progress in meeting the needs of the Lamoille Community. The Community Rehabilitation and Treatment program has improved its graduation process. It offers extensive education and support in empowering consumers to become self-sufficient and autonomous within the community, while successfully managing their mental health symptoms. In 2013 the program successfully graduated 14 consumers to less intensive treatment programs. The residential programs within CRT have increased their capacity to offer community based services as well as increased independence for each resident they serve. The Supported Employment program has the highest numbers in the State of Vermont. As of the latest data, our employment rates are 2% higher than other state programs providing comparable services.



## Adult Outpatient

In order to serve an expanding Adult Outpatient Program, LCMHS has added two full time therapists and through an Enhanced Funding Grant has been able to offer short term outpatient case management for those who require it. This has enabled people to begin their recovery process in early stages of treatment, which reduces the need for CRT services and prevents hospitalization.

## Mobile Crisis

In an effort to further decrease the need for hospitalization, LCMHS has established the Mobile Crisis Team whose role is to prevent pending crises from escalating. LCMHS Emergency Services/Mobile Crisis Team continues to provide excellent crisis response and related services to Lamoille County residents. Also included is crisis response for children outside of the county in 5 towns: Hardwick, Greensbo-

ro, Craftsbury, Stannard and Woodbury.

The current structure of the team is 1 manager + 6 FTE's, including 4 staff who work 40 hour consecutive shifts to cover the majority of the week with 24/7 response capability. We continue to respond by phone promptly, usually within 5-10 minutes.

With more than one person available at a time to respond, response time is shorter, especially when multiple crises occur.

We are working toward expanding & improving our communication with community partners, those we provide crisis response services for and other agencies & individuals. Currently, we provide these services for Copley Hospital (both the ED & other parts of the hospital), Morrisville PD, LCSO, Stowe PD, VSP, CHSLV (including BH&W), Laraway, Sterling, Lamoille Family Center & LINK, among others. We also refer people to in-house services as well as community options on a regular basis.

## Oasis

Oasis House is a 24/7/365, 2 bed, adult psychiatric crisis program of Lamoille County Mental Health Services. As part of the state's strategic initiative in managing inpatient psychiatric hospital beds the programs primary missions are hospital diversions and hospital step-downs as well as crisis support. Still in its' first year of operation the program has maintained an occupancy rate above 90% while largely serving individuals from our local community. At this time 92% of all admissions have been able to successfully discharge to a lower level of care. Upon leaving the program a full 94% of consumers who responded to our survey reported that they were able to meet their goals.

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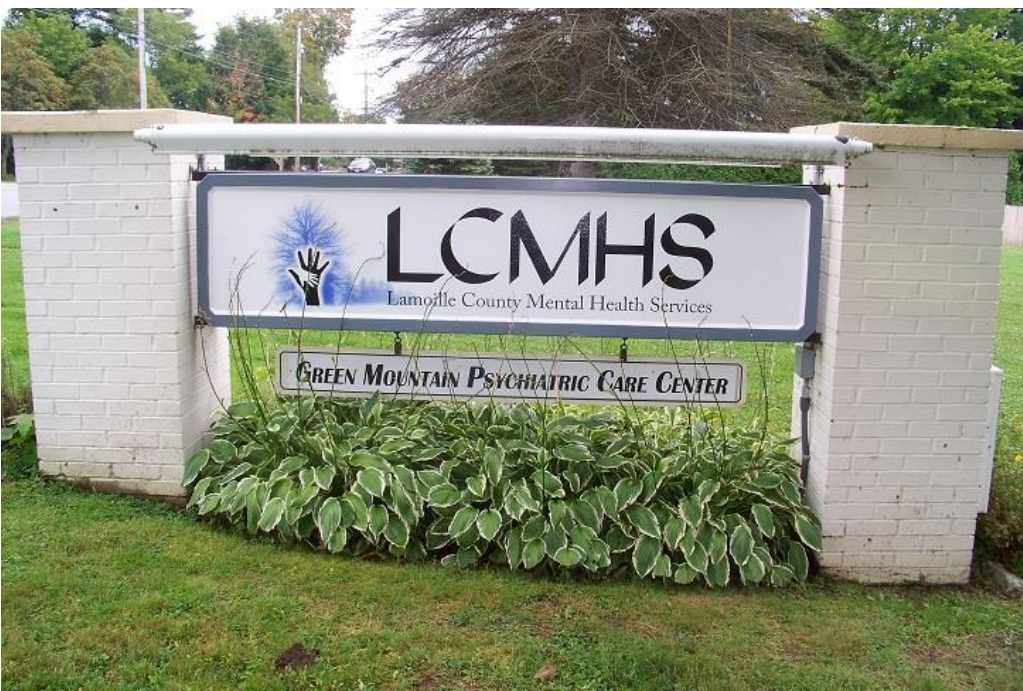
Oasis is currently working with the Vermont Department of Health Access around assessing and improving local provider awareness of the resource. The program is looking forward to continuing to develop these relationships to better serve our community in the year to come.



provided to the general public upon request. We continue to strengthen our role as part of a community-based system of care team. ASAP supports the Vermont Alcohol and Drug Abuse Program's mission "to help Vermonters prevent and eliminate the problems caused by alcohol and other drug use."

### ASAP

ASAP has expanded the range of services it offers during the past year and served more people. We are confident that this growth will continue. We have provided this broader range of benefits, which include: safe, "clean and sober" social detox; alternative to a jail stay in many instances; substance abuse screening; short-term case management; motivational engagement with clients; referrals to professional and community support services; consultative work with other system of care partners; information and referrals



# LCMHHS Program Updates



# Shirley Hayden Award

Shirley Hayden was a valued employee of our agency for many years. She showed compassion, loyalty, honesty, and a dedication to human services which became a benchmark for all employees past and present. The nominees for 2013 Shirley Hayden Award are:



Christine "Dede" LaRow has consistently advocated for the best interests of all the clients she has worked with. She always goes above and beyond what is officially required in her job as a case manager. Her bottomless heart allows her to care for and show empathy of others. Examples also include supporting new staff in learning skills, pet-sitting for clients in emergency situations when other options are unavailable.



Alice Norton is a fantastic supporting role employee of this agency. Alice does not have direct client contact, but the hard work she puts in to support the employees of this agency is unbeatable. Alice makes sure that her payroll and accounting functions are done with 110% effort. When it is time to process payroll she does whatever it takes to make sure that all employees get paid. She is also the first to help out when something needs to get done in the agency. She will cook, clean, answer the phones, whatever it takes to be a member of the team.



Frank Davis supports clients in a way that keeps true to the Agency's mission and to each individual's personal missions in life. Frank leads by example, treats others with full respect at all times and never hesitates to step up to the plate or take on additional responsibilities to see that things get done in the best manner possible. He is a long-standing employee with a great attitude and a wealth of knowledge and compassion! He never asks for validation or praise for his efforts, and prefers to remain low key, staying out of the spotlight -He is easily overlooked for his amazingness!



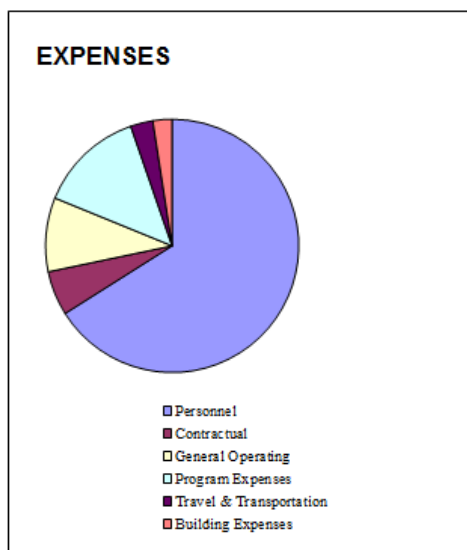
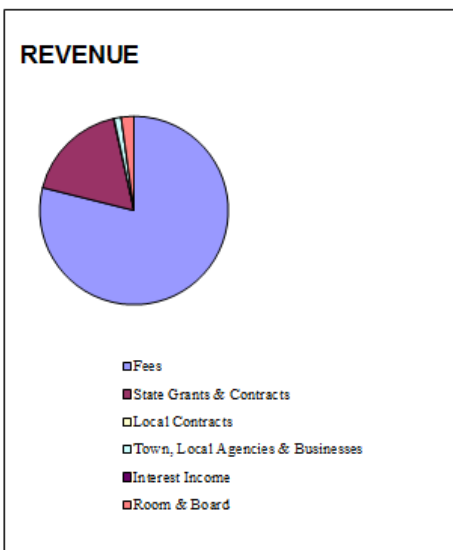
Marie's vast knowledge of Early Childhood Mental Health makes her a huge asset for LCMHS. Add that to Marie's positive, fun & caring personality and you have the ultimate co-worker/employee! Marie is approachable and willing to consult regarding the treatment of all CYFS clients. Marie's incredible amount of knowledge about trauma and its effects on children's behavior drives her treatment w/families, children, other service providers & caregivers across environments.

# Revenues & Expenses FY 2013

July 1st, 2012—June 30th, 2013

LCMHS staff has successfully navigated another year contributing to our continued solid financial position. The dignity of and commitment to, the consumers of our Lamoille Valley communities, is evident in all the hard work. With an enhanced funding allocation from the Department of Mental Health, level funding from the Department of Health and level funding from the Department of Aging and Independent Living, LCMHS's operations produced a 1.8% positive change in net assets for the year. This enables LCMHS to meet the strategic goal of continued financial well-being. LCMHS's current ratio (current assets/

current liabilities) is 1.358%, which decreased slightly from FY'12's 1.443%. The chief causes for this slight decrease was a greater increase in liabilities compared to the increase in assets. The agency's total revenues increased by 4.4% compared to FY'12 and expenses increased by 3.9%, so our efforts to operate efficiently rewarded us with the .5% increase in net assets. We persistently examine our operating procedures to create proficiencies, while providing the superior quality of services our consumers count on and deserve. Thanks again for all you do.



REVENUE		
Fees	9,461,516	78.90%
State Grants & Contracts	2,109,620	17.59%
Local Contracts	14,255	0.12%
Town, Local Agencies & Businesses	145,201	1.21%
Interest Income	351	0.00%
Room & Board	260,796	2.17%
<b>TOTAL REVENUE</b>	<b>11,991,739</b>	

EXPENSES		
Personnel	7,776,254	66.03%
Contractual	669,251	5.68%
General Operating	1,113,542	9.46%
Program Expenses	1,593,411	13.53%
Travel & Transportation	336,487	2.86%
Building Expenses	287,737	2.44%
<b>TOTAL EXPENSES</b>	<b>11,776,682</b>	

## Summary Statement of Financial Position

### ASSETS

Current Assets	
Cash	2,170,394
Accounts Receivable	749,780
Other Current Assets	92,591
Fixed Assets	2,379,807
<b>Total Assets</b>	<b>5,392,572</b>

### LIABILITIES & FUND BALANCE

Accounts Payable	1,996,082
Deferred Revenue	222,926
Fund Balance	3,173,563
<b>Total Liabilities &amp; Fund Balance</b>	<b>5,392,572</b>



## LCMHS Anniversaries

Roger Hamel , Support Staff Manager , CRT 25 Years

Lori Sweeney, Administrative Assistant 15 Years

Chris Kellogg, SWBI, CYFS 10 Years

Christine "Dede" LaRow, Case Manager, CRT 10 Years

Mary Leikert, Case Manager, CRT 10 Years



# Faces of LCMHS!





## Recovery Ribbon



Lamoille County Mental Health Services  
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<http://www.lamoille.org>

