



*Bringing people and possibilities together*



2019 Annual Report



## 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



From left to right: Chip Troiano, Mike Feulner, Dot Reeve, Stephanie Thomson (Board Treasurer), Mary Anne Lewis, Sharon Menard (Board Secretary), Fred Ober (Board Vice-President), Zach Williams (Board President) and Stacey Madden. Not pictured: Saudia Lamont

## SENIOR LEADERSHIP TEAM



From left to right: Savi Van Sluytman (Chief Executive Officer), Robyn Daley (Children, Youth and Family Services Director), Christina Glowac (The Redwood Program Director), Bryanne Castle (Adult Therapeutic Services Coordinator), Jennifer Stratton (Developmental Services Director), Anne Paumgarten (Compliance & Quality Assurance Officer), Virginia Havemeyer (Adult Case Management Services Coordinator), Michael Hartman (Adult Behavioral Health Director) and Patricia Pion (Controller)

## FROM OUR BOARD PRESIDENT



On behalf of the Board of Directors, I'd like to thank you for taking the time to review our annual report. I am proud of all that has been accomplished this year and continue to be humbled by the dedication of the Agency's staff, Management, and Board Members. This year:

- We welcomed several new Members to the Board. They bring with them a diversity of experience and share our passion for Mental Health and giving back to the Community. They have hit the ground running and have been a great addition to the Board.
- We were saddened by the loss of our Board Member Fein Rosenblum. Fein was a wonderful person who had a great love for the Agency and Community it serves. The Community lost a great man, but the impact that he had will live on well into the future.
- We have focused on Board Education and have put a structure in place to educate our Board Members on an ongoing basis. We had another successful Board Retreat where we focused on the Strategic Direction of the Board and Agency.

On behalf of the Board I'd like to extend a thank you to all of our staff, management, and the Community Members who have shown a dedication to the agency and community. We would also like to thank the individuals, community members, and businesses who have continued to volunteer their time or financial resources to support the agency.

We look forward to what the next year will bring and wish you all the best.

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

Zach Williams  
President of the Board

## FROM OUR CEO

Success in the field of mental health is not measured by miles but by steps. Each person along the path is a critical partner in serving the people of the Lamoille Valley, their families, and our greater community. Along with reaching personal milestones with our consumers, LCMHS attends to the development and retention of our staff - all dedicated professionals whose mission is to serve and with whom we are able to provide these important and life-changing services.

In this past fiscal year, LCMHS served 1,110 consumers and offered 90,699 services in support of mental health, children's services, family and person-centered developmental disability services. Our Agency's recovery from a loss in FY2018 to a gain in FY2019 came with diligent oversight of expenses and concise management of our services. We had many open positions this past year and were able to count on our existing team to get the job done and accomplish the care needs of our consumers and the responsibilities of our Agency to our community.

Meanwhile, payment reform which began in January 2019, required us to change reporting processes, restructuring them to be compliant with the payment reform practices. It has allowed for more flexibility in meeting consumers where they are at in their need for service.

A few highlights of the past year:

- Children, Youth and Family Services provided a summer camp experience for 25 children and a TIPS training course to parents raising children who are not biologically theirs. We also began a Resource Parenting curriculum to support children in their care who exhibit trauma-related behaviors.
- Our group home, residential home, crisis bed facility and Wellness Recovery Action Planning (WRAP) services are solidly in place and continue to prove effective in supporting the most vulnerable people within our community with dignity, professionalism and compassion.



## FROM OUR CEO

- We continue to expand our capacity for Developmental Services, with growth in Facilitated Communication, the College Steps Program and Supported Employment.
- A highlight of Developmental Services was an invitation extended to one of our consumers to participate in a workshop on Self Advocacy.
- We continue to advance our Mobile Crisis Team services and our Alcohol and Substance Awareness Programs, collaborating with community partners to wrap services around those in our care more completely and with better communication to attend to behavioral and medical needs.

In addition, the ongoing Unified Medical Records project, UEMR, has begun. LCMHS is collaborating with three other designated agencies to unify our medical records system. We are investing in new software in order to bring cost efficiencies and better delivery of services. Our expectation is the transition to this new system will be complete by the end of FY20.

In summary, when the personal circumstances of family, friends, and neighbors are considered by all of us, the enormity of our responsibilities becomes clear. LCMHS is a powerful tool in the protection and preservation of our consumers' wellbeing and of the health of the entire community.

I wish to thank our entire staff for the diligent, professional and compassionate service each provide to our consumers and community. Over the past year, needs for service have increased considerably. Our staff focused on teamwork and came together supporting our consumers especially at times of emergency and/or crisis. Situations can escalate very fast with people in our care. I am exceptionally proud of our team who supports our consumers throughout all.

And, I wish to thank our Board of Directors for their continued guidance and stewardship of our mission and programs.

Thank you for allowing us to continue to do this important human-centered work. Each step forward by any and all of our consumers is proof that you care as much as I and the entire LCMHS staff do. Thank you,



**Savi Van Sluytman**  
Chief Executive Officer

# STAFF WELLNESS



## AWARDS & RECOGNITIONS



VocRehab Vermont has presented Sherry Jones, Development Services Supported Employment Coordinator with an Appreciation Award “In recognition of her dedication, expertise, experience, integrity, and results. You have helped many Vermonters with disabilities prepare for, obtain, and maintain meaningful employment.”

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On December 19, GMTCC’s Mary Atherton, RN & LNA Program Coordinator, and Chris Damanto, Assistant Director & Adult Education Coordinator presented a certificate of appreciation to LCMHS for being a support system for GMTCC’s students. They also presented an award to LCMHS’ Medical Care Coordinator, Sarah Williams, a GMTCC graduate, as a point-person, mentor and role model for LNA students.

“In the last 2 years we’ve brought LNA students to LCMHS to do clinical work. They return with amazing stories and wonderful feelings about being in the agency” said Ms. Atherton. “We, as a group, and the program itself, are very proud to see our students being encouraged to stay and work within our community.” Mr. Damato added: “We can’t do what we do without community partners. We really appreciate LCMHS efforts and flexibility in providing the clinical experience for GMTCC students.”



On March 21, Lamoille County Mental Health Services was awarded with the 2019 Governor's Excellence in Worksite presented by Governor Phil Scott and Health Commissioner Mark Levine, MD during the 2019 Worksite Wellness Conference: Living and Working Healthfully in a World of Distractions.

The annual event is a great opportunity for Vermont businesses to learn from each other, network and discuss wellness programs ideas for their staff. Several awardees around the state are recognized within four categories: rising star, bronze, silver and gold. LCMHS was one of the businesses awarded with the Governor’s Award for Excellence in Worksite Wellness Gold.



## CELEBRATING YEARS OF SERVICE



Monique Reil

Will Baker



Diane Couture



Chris Player

Christine (Dede) LaRow



Danielle Cote

Kelly Renaud



Christopher Hendon

Daniel Jiron

Delano Heath

Eric Kelley

Janelle Germaine

Jessica Strong

Katherine Belval

Katherine Gascoyne

Megan Roy

Michael Hartman

Patricia Ingraham

Rowena Hardaway



# SHIRLEY HAYDEN AWARD FINALISTS

The Shirley Hayden Award was created in honor of a past employee who showed remarkable compassion, loyalty, honesty, and a dedication to human services. Each year, LCMHS honors someone who has shown the same level of dedication and service to the agency over the past year. This year's nominees are:

## Rita Hammond, Administrative Assistant

Rita has been our front-line admin assistant going on 10 years this October. We are lucky to have such a personable and caring individual to greet our consumers, partners and staff each morning. Rita has been a calm presence at the agency and once again is being nominated by her peers for this award.

Their words say it all: "Rita is always greeting staff and consumers with a smile regardless of what she might be dealing with on the phone, or the stress she deals with daily as the initial person/people see when they first arrive". "Her interactions with the public consistently go above and beyond". "She is always here, very dedicated, consistent. Rita offers comfort to our consumers, she is patient, caring, and attentive. It is not very easy to smile, stay calm and reassuring when you are getting stressful phone calls or hear a grumpy remark here and there. But Rita does! She smiles, and radiates tranquility."

Rita, we appreciated you!



## Ross King, DS Service Coordinator

Ross King has been a Service Coordinator in Developmental Services for the past two years. Ross has an amazing ability to be able to connect with the population we provide services to. He is always willing to go above and beyond in a variety of ways such as working extra hours, coordinating various GATSA - Getting Acquainted Through Self-Advocacy activities, attending events with the Developmental Services consumers that happen in the evening and weekends.



Ross does all of this with a smile upon his face. Some of his colleagues wrote: "Ross's involvement in the overall culture of the DS program is one that impacts each of us every day. Ross grants levity, friendship, and a sense of belonging that is sometimes the glue that maintains this cohesive team, enabling us to execute the work that we do." Another colleague wrote "Ross is always positive, unique, and unafraid to advocate for his beliefs." It is for these reasons that we nominate Ross King for the Shirley Hayden Award.

### **Zachary Spooner, CRT Case Manager**

Zach has been a vital member of the Community, Rehabilitation and Treatment family for the past two years. During this time, he has proven himself to be a motivated and innovative advocate for his clients and his team, who look to him for his thoughtful insights. To staff and supervision meetings, he brings an irreverent sharp wit that provokes thought, but provides his team with a lightness of perspective that will smooth the most intensive and serious discussions. His sense of humor and timing is infectious with all of those who work with him.

On a professional note, Zach remains respectful, thorough and is relentless in making sure his clients are cared for in the best possible way. He exemplifies the philosophy of the client centered approach thereby empowering his clients to believe in their inherent strengths. He communicates with all departments within the agency in a calm, direct manner while showing sincere appreciation for any and all efforts made on behalf of his clients.



In conclusion, Zach's work can be summed up by a quote from one of our community partners from the Department of Mental Health who work with us on a regular basis. She writes: "I'm so impressed with his work...he writes some of the best ACT paperwork statewide that I have read. He is professional, intelligent and well-spoken. He is a great asset to your team and a true pleasure to work with."

### **Miranda Young, CYFS Clinical Coordinator**

Miranda Young has been an employee at LCMHS since June 2010. She started at the agency as an intern at Copley house. She then transitioned to Children, Youth and Family Services, also as an intern. After she completed the internship and gained her Master's degree, she took a therapist position in CYFS. She was promoted to her current role as a Clinical Coordinator in July 2019.

Miranda always goes above and beyond. Her style of leadership is not only appreciated by the staff that she directly supervises, but also by the entire management team within CYFS. She leads from a strengths based approach. Miranda is unfailingly calm and optimistic, and exudes warmth and humor along with consummate professionalism. She has an uncanny ability to make very difficult situations seem manageable and survivable, and she instills confidence and hope in those she supervises. Miranda is dedicated to her work, her clients, her staff, this agency, and this field.

Whether Miranda is leading a training, working 1:1 with a consumer, playing with the children at summer camp, running a group or completing any number of tasks that are in her schedule on any given day, she does so with the highest level of professionalism and with a smile on her face. Her love and passion for this work is so evident, and we are so fortunate to have her here at LCMHS.



# WELCOMING GENOA HEALTHCARE PHARMACY



genOa  
healthcare

# 4TH ANNUAL ZUMBATHON



# ADULT BEHAVIORAL HEALTH SERVICES

By Michael Hartman, Adult Behavioral Health Director



## Mobile Crisis Team

The Mobile Crisis Team is a key program for the LCMHS Zero Suicide project as they often are the initial contact for persons who may be experiencing suicidal ideation. In 2019 the MCT assessments resulted in the majority of referrals for Collaborative Assessment and Management of Suicide, or CAMS, therapy. For many of these referrals CAMS is an alternative to hospitalization and provides timely support. The referrals lead to assessment for the consumers and then to our CAMS model program to provide immediate therapeutic intervention.

## Alcohol & Substance Awareness Program (ASAP)

Retirement of longtime leader – At the end of March LCMHS offered good byes and thanks to Leslie Chilton who had been the lead manager of the Alcohol and Substance Awareness Program since its inception in 2012. This departure challenged the agency to continue the work of ASAP as a welcoming program for persons actively using substances and needing immediate support, care, and referral. Our Emergency Services Manager, Monique Reil, stepped into direct oversight of ASAP and we have restructured the location, function, and staffing of the program.

Assisting greatly in this effort is our new Emergency Services Team Leader, Jaime McLean, who is focusing on MCT and ASAP collaborations with community services.

In addition to the ASAP changes to structure and function, the MCT services have also greatly increased our ability to work in coordination and collaboration with Copley Hospital, Community Health Services of Lamoille Valley, local law enforcement, local schools, and a host of other community services. Collaboration with the North Central Vermont Recovery Center, Behavioral Health and Wellness, Treatment Associates the Lamoille Community House shelter project maximize the abilities of our staff to make our efforts most effective.



### **Adult Outpatient (AOP) / Community & Rehabilitation Treatment (CRT)**

In the past year the State of Vermont has worked with the Designated Agencies to reconfigure nearly the entire range of mental health services for adult and children. For LCMHS this has meant incorporation of new concepts—bring down walls between Adult Outpatient Programs (AOP) and Community Rehabilitation and Treatment (CRT). We know that the changes will be continuing to come, we have made some structural changes in our programs already. We have restructured our program leadership with both a new Adult Therapeutic Services Coordinator, Bryanne Castle, and a new Case Management Services Coordinator, Ginny Havemeyer, which helps to blend the AOP and CRT services. Both coordinators have been with the agency and the BH programs for more than 5 years and have the clinical and administrative skills to help make the transition to a single program smoother.



Another new position we have established is that of a BH Medical Care Coordinator, for which we hired Sarah Williams, who is a long-time staff in our BH programs. This position was created to assist in the continued improvement in our coordination of care provided by primary care physicians. The role includes attending medical appointment both at PCP offices and hospitals, to ensure that necessary communication on care needs happens between LCMHS staff and medical providers.



### **Residential restructuring**

Copley House, our largest residential program, has had a reduction in numbers of residents due to regulatory decisions at the federal level. To ensure compliance with the new care environment, that number is now 16 beds. The smaller number of residents is driving a review of how the program functions so that we can continue to provide this important service. Given the continued bubble of consumers who are becoming elderly we are committed to providing the best care possible for individuals who struggle to live independently, and are thus trying to develop a model that works for the smaller number of residents.

Meanwhile at our Johnson Group Home an effort to adopt a strong resident focused care model has continued. This model has meant a stronger commitment from staff and residents to collaborative decision making, improved care plans, and by late September of 2019, two residents will move on to independent living. Many new policies and a broad adoption of client centered care planning has brought the program to a higher level of recovery support, and resident participation in therapeutic activities has risen substantially.

**Crisis Bed** “Being taken out of the everyday life obstacles so I could step aside and deal with the problems that led me here” An Oasis House consumer comment after their stay.

Oasis House (OH) has been a significant asset for consumers of LCMHS and for persons who have their first LCMHS contact due to a crisis bed stay. Staffing coverage and related issues were a prominent concern at the program for the last year. Crisis bed programs do not typically have built in redundancy in regards to staffing. This can be an obstacle when there is a need for extra staffing due to high acuity, staffing emergencies, departures, hiring shortages, and

even scheduled time off. A recent shift to a more aggressive advertising campaign has been helpful in replacing departing fulltime staff with qualified candidates. Oasis is fortunate to have a core group of committed and experienced staff that provide the stability needed in a crisis beds program. Thus, despite the challenge of staffing, the program was able to provide 47 more bed days than in FY 18.

### **Housing Challenges in Lamoille County**

Securing safe and affordable housing is an ever growing challenge for LCMHS consumers. Over the course of the last year LCMHS has supported over 50 households to maintain and obtain safe and affordable housing, including housing 15 homeless households. We utilized new shelter plus care subsidies, Department of Mental Health (DMH) plus care subsidies, Housing Recovery Funds various other state and federal subsidies. LCMHS continues to partner with local agencies to provide mental health services and housing support services such as Capstone Community Action and the Lamoille Community House. LCMHS currently co- chairs the local continuum of care (Lamoille valley Housing and Homeless Coalition) and coordinates community planning between service providers, private landlords and local housing trusts. Currently Lamoille has a less than 1% vacancy rate for fair market rental units and LCHMS has trumpeted the efforts in reporting current market rates and availability to state and federal funders.

### **Community Peer Cadre**

The LCMHS Community Peer Cadre has continued to improve its roster by hiring two new consumers this year.

We now offer Wellness Recovery Action Planning (WRAP) services to our clients which teaches recovery skills and helps people be proactive in their recovery. The Peer Cadre continues to provide support around transportation and life skills for individuals who are living independently.

In addition to providing client support The Cadre continues to provide day services in the Wellness Center. We offer lunch daily and a variety of activities. Our Wellness center food bank continues to grow and provide for clients in need of nutritious meals through donations from Price Chopper and the Vermont gleaming project.

A special thanks was given to the Cadre by the Mobile Crisis Team, which offered;

“...MCT would like to recognize the growing contribution of cadre staff and true evolution of several folks into a positive peer role. They give support and hope to those with mental health challenges, and bolster our belief that what we do makes a difference!”





## Copley House

By Luciana Swenson, Executive Assistant

Copley House was created in 2001 from a partnership between Lamoille County Mental Health Services and the Lamoille Housing Partnerships in order to place the former residents of a community care home in Waterville, VT. The program is geared to assist residents who may have complex chronic health conditions and require integrated health and mental health services.

The Copley facility is licensed by the Division of Licensing and Protection of the Department of Disabilities, Aging and Independent Living as a level 3 care facility.

As such it must have an environment of care that can foster personal independence on the part of residents and a home-like environment in the homes; provide room and board, assistance with personal care, general supervision and/or medication management. Level III homes also must provide the additional service of nursing overview. It is common that residents qualify for Assistive Community Care Services (ACCS) Medicaid funding which assists in the funding for the higher level of care provided - i.e. case management, assistance with the performance of activities of daily living, medication assistance, monitoring and administration, 24-hour on-site assistive therapy, restorative nursing, nursing assessment, health monitoring, and routine nursing tasks.

Originally composed of 22 residents, Copley House has now stabilized at a level of 16 residents, which was a requirement from the Department of Mental Health due to changes in federal regulatory processes. This reduction however is concerning, as we are now faced with the challenge of make the facility sustainable as the costs to maintain the building, maintenance, staffing, etc, are becoming higher than the funds available from 6 residents less. As a level 3 care facility, there are several restrictions of what can be done with the space while serving Medicaid patients.

Regardless, the staff rises to the occasion in assisting residents who often have significant health challenges, and continue to provide a comfortable and safe environment.

### Adult Behavioral Health

Individuals Served:

**544**

Services Performed:

**31,414**

### Emergency Services

Adult Individuals Served:

**555**

Services Performed (Adult):

**3,268**

Children Individuals Served:

**185**

Services Performed (Children):

**1,538**

## Meet some of Copley House residents



John is a quiet gentleman but was willing to chat with me and tell me about his life story. He has been at Copley House since we've opened in 2001! Born in Graniteville, VT and attended school in Barre, John served the US Army for 3 years in the late 1950s, and the National Guard for 2 years. He held several different jobs from helping out an electrician, or at the press room at a printing house, to cutting meat at the Grand Union market, and washing dishes at the Charlmont Restaurant years ago. Today you can find John coloring or doing artwork, reading the newspapers' sports sessions, playing bingo, or working on math to "stay busy". He enjoys walking around town for exercise, or going on outings for dinners.

Mary Ellen grew up in Newport and has been crocheting since she is 3 years old, which she learned with her mother. Before moving to Copley House about 5 years ago she lived at the Second Spring Group home. She enjoys the surroundings of Copley House, and to go on outings, play bingo or join the music group. She has quite of a collection of doilies, pot holders, and runners she creates with crochet. She hopes to start her own business making blankets, which can take her from 2-4 weeks each to complete depending on the size.



Brent was having a hard time before he moved to Copley House a little over 2 years. He was homeless, and stayed at the Oasis House for a while. He said that living alone was very challenging and he really needed help. He appreciates and is very thankful for the supports the residential staff provide him, the activities and interaction with other people, and the shopping trips and rides to "get things done". He said "the food is good, and sometimes I wish I could get more, there is portion control you know, but overall this is a good place to live and I've gained more skills here. Now I'm just taking it slow but my long range goal is to have a place of my own."



# CHILDREN, YOUTH, AND FAMILY SERVICES

By Miranda Young, CYFS Clinical Coordinator

Along with the typical day to day services which include individual and family therapy, case management, community skills work, and crisis support, the CYFS staff provided two weeks of summer camp to 25 children. Each day included beginning at a local facility and going into the community in the afternoon; activities and time were focused on building self-identity, social skills, and how to give back to the community they belong to by donating food items they baked and flower arrangements to the residents of Copley House and The Manor.



Throughout this experience staff supported children one-on-one and we were able to witness clients experiencing a level of success both with peers and in the community that they do not typically have. We had the pleasure of providing this opportunity to some campers who had come to camp previously with the returning campers we were able to witness the changes those clients have made while in our services throughout the last year including skills they have learned to manage their mental health symptoms. These clients displayed an increased ability to regulate their own affect experiences, encourage on task appropriate behaviors from their peers, and engage in peer leadership roles throughout the week which would not have been achievable during their previous time at camp.

We also provided a Resource Parenting Curriculum plus Trauma Informed Parenting Skills training course to parents who are raising children who are not biologically theirs. Nine families attended the training and childcare was provided. This service taught parents the impact traumatic experiences have on children's brain development and the behavioral impact. Parents learned skills to support them to have better interactions with their children in order to begin to treat and repair the impact of trauma as well as highlighting how they can take care of themselves as providers and parents so they can be successful long term, and decrease the impact of burnout or compassion fatigue.





**Volunteers working on the CYFS playground**

By Katina Idol, School Based Coordinator

School Based Clinician services continue to provide therapeutic supports to students throughout Lamoille Valley. This past year 3 school districts contracted for School Based Clinicians in 8 of their schools and for the next school year have expanded to include 2 more schools. School Based Clinicians provide supportive counseling, groups, psychoeducation, staff and parent support, as well as attending team meetings and referring families to further services at LCMHS and resources in their communities.

During the 2018-2019 school year over 100 students received individual supports, while 80+ more students participated in School Based Clinician run social-emotional groups, lunch bunches, activity based groups, and short term supported family work. Survey results from school staff and administration report 100% agreement "Overall my school is better off because of our relationship with LCMHS" and "I would recommend school based clinical services to a colleague or family". LCMHS is grateful for the collaborative relationships with our local schools and dedicated to providing mental health services to students and families in our community.

## The Redwood Program

By Christina Glowac, The Redwood Program Director

When the management team for The Redwood Program sat down to identify one student to share a success story for, we could not identify just one student. As we began to talk, we started highlighting and sharing so many incredible accomplishments that we saw from our students over the 2018-2019 school year. As I began making a list of what was being shared, I reflected that we should share the successes of many of our students from this past year!

As a program we are always reflecting on and celebrating the successes of our students. Something as simple as a student asking for a break can result in that being a huge discussion point in our weekly meetings. This could have been a goal that the student was working on for several months and finally was able to do it without prompting. For us, we are working to support our students in developing the skills they need so that they can graduate from The Redwood Program and transition back into school either independently or with the support of a paraeducator. This past school year, The Redwood Program supported 68 students, and a total of 11 students graduated from the program.



Here are just some of the successes that were reflected on during our conversation:

- One student had nearly perfect attendance last year and attended school full days. Prior to that he was in school for only partial days and was absent often.
- Seeing students who previously had limited communication skills be able to communicate through the support of a communication device or through increased verbal communication.
- Students being with their peers all day in the classroom setting versus needing the use of a separate location to complete work.
- Seeing incredible relationships form with their peers.
- Several students being able to stand in front of their class and share their presentations/projects they had been working on.



- A student presented at a local college about disabilities and inclusion.
- One student who initially was only in his classroom for snack time who was fully integrated back into class with his peers by the end of the school year.
- We saw some major accomplishment from our students at summer camp, including one student climbing to the top of a mountain! We had other students who were able to horseback ride for the very first time after many previous trips where they were not able to get on the horses. Also having a student who previously only attended a portion of camp attend every single day of camp this year.
- One student was the team leader for a project that was then presented at a conference where he was the primary speaker for his team.
- Seeing students over the course of the year go from needing breaks throughout the day to being able to sit in the classroom patiently waiting for their teacher to call on them while they are raising their hands.
- Our crisis responder was able to reflect that many of the students she received multiple pages a day for at the beginning of the year were students she did not often get called for by the end of the year.
- There were many stories around the drastic decrease in eloping behaviors, swearing, physical aggression, and so on from many students within the program.

## CYFS

**Individuals Served:**

**638**

**Services Performed:**

**10,945**

**School Based Services Performed:**

**17,303**

We could fill this entire report with successes that we saw from students in The Redwood Program last year. Regardless of how big or small a success might be, for us it is worth celebrating. It has been such an incredible journey to watch the growth and progress of our students and to see that progress expand outside of the school building and into their everyday lives. We are so thankful for our partnerships with the 3 surrounding school districts as we work together to support all of the students in The Redwood Program. We cannot wait to continue to watch our students accomplish as they move through this school year.



## Valley ABA, Applied Behavior Analysis

By Paula Reynolds, Senior Behaviorist for Redwood and Valley ABA

This year we serviced 15 clients between the ages of 3 and 17. Out of the 15 clients, this year, 3 have transitioned out of the program and into the public school system full-time. Our services commenced as Early Intervention and has evolved into a program that offers life skills, self-care/hygiene, social skills, community supports and parent training. Through the principles of applied behavior analysis, we have utilized that science to assess and create an individualized program that meet the needs of our clients and families. In June of 2016, Valley ABA opened, servicing two clients with one technician. Today, we are providing services to 12 clients and have 3 technicians as part of our team. In addition, our partnership with community members, such as Lamoille South Supervisory Union have provided us a space to offer ABA therapy to students during and after school. Our goal is to promote generalization of learned skills across settings, including home, community and school. Our passion working in this field is being part of the growth and successes of our clients.



## Schools Partnership



LCMHS has partnered with Lamoille North Supervisory Union (LNSU) to provide Youth Mental Health First Aid (YMHFA) trainings throughout the entire 2018/2019 school year.

Youth Mental Health First Aid is a 8-hour training that teaches how to help an adolescent (age 12-18) who is experiencing a mental health or addictions challenge or is in crisis. YMHFA is primarily designed for adults who regularly interact with young people. The course introduces common mental health challenges for youth, reviews typical adolescent development, and teaches a 5-step action plan for how to help young people in both crisis and non-crisis situations. Topics covered include anxiety, depression, substance use, disorders in which psychosis may occur, disruptive behavior disorders (including AD/HD), and eating disorders.

LNSU principals, guidance counselors, nurses, teachers, and para-educators attended. There were 5 trainings in total provided this past fiscal year. This partnership has been extremely successful and we have received some great feedback from those who have attended trainings.

# DEVELOPMENTAL SERVICES

By Jennifer Stratton, Development Services Director

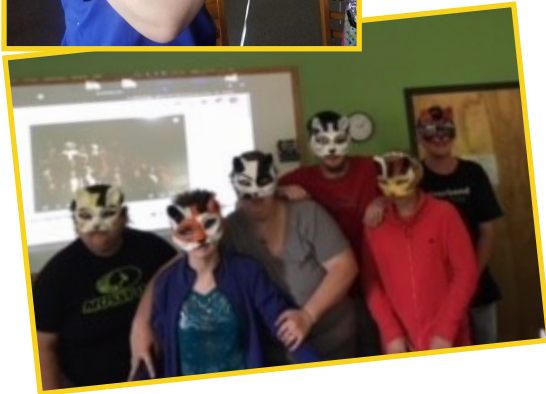


This year in Development Services (DS) we worked on building our capacity and knowledge around Facilitated Communication. Our staff went to a training in Iowa that focused on this skill, and we continue to train multiple staff to an introduction on Facilitated Communication.

The year of 2019 marked our 5-year partnership with Global Campus, which is a post-secondary opportunity for lifelong learners. This program not only increases knowledge but provides people an opportunity to gain skills around public speaking, build self-esteem, and enhanced confidence.

LCMHS held its Seventh College Steps graduation. We had three consumers graduate. This was a celebration with staff, family, and friends to celebrate the accomplishments of LCMHS' students in the areas of education, campus life, and career development. This program has continued to grow in numbers every year. Make sure to read Caleb's story on page XX.

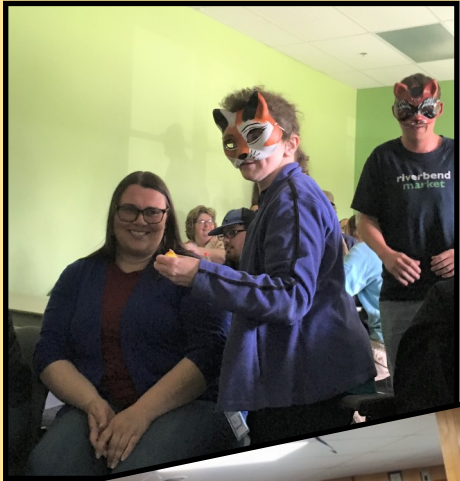
Our DS Supported Employment program had 62 consumers enrolled and 55 employed. LCMHS consumers enrolled in this program earned a total of \$341,114.89 which then resulted in a total Social Security Insurance savings of \$138,937.45. The consumer's wages within the program ranged from \$10.78 to \$17.00/hr.



A member of our Self-Advocacy group GATSA was invited to be part of a workshop at Green Mountain Self Advocates (GMSA) in Montpelier where she was able to give feedback along with the Autism Self Advocacy Network on improving the "Self-Advocacy Guide to Voting in the U.S.". Getting Acquainted Through Self-Advocacy (GATSA), along with all of the other Advocacy Groups in the state, is actively taking part in public forums and listening to presentations around payment reform and CFCM. In July some GATSA advocates attended the provider rate study presentation and were able to give their feedback to the presenters. GATSA also participates in the annual Voice and Choices conference.

Developmental Services held several trainings throughout the year. Community Integration Specialists received training in Adverse Childhood Experiences, defensive driving, Therapeutic Options, U-Matter, wellness, and medication administration. The DS team also lead a variety of clinical groups throughout the year, as well as provided individual therapy, couples therapy, and Behavioral Consultation.





## Development Services

Individuals Served:  
**156**  
Services Performed:  
**26,231**



## College Steps Program

By Ross King, DS Service Coordinator

LCMHS Development Services team started working with Caleb Lock when he graduated from Lamoille Union High School. At that time Caleb was much more reserved and did not want anyone to know that he received supports from anyone at the agency. No meetings could take place at LCMHS and no one could be wearing anything that said LCMHS when they were meeting with Caleb.

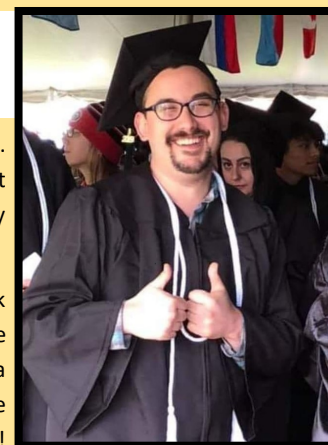
Caleb was already working independently at Price Chopper when he got accepted into the College Steps (formerly Think College) program at Northern Vermont University-Johnson (NVU). This was a huge step forward for Caleb as he became more comfortable being who he is. Caleb completed the College Steps Program in 2015, doing it so well that he became a matriculated student! He worked hard academically as well as finding various jobs on campus while he was a student. He worked for the Housekeeping and Maintenance departments at NVU as well as becoming a College Steps mentor himself!

Caleb excelled at this and was even named the College Steps mentor of the month in January of 2019! Caleb graduated from NVU with an Associates degree in General Studies in December of 2018 and moved off campus into an apartment with a roommate he had met in college.

Caleb started looking for a job after graduation and despite both metaphorically and physically “pounding the pavement”, he was unsuccessful. This was a crucial point for Caleb as he had done so much on his own and was accomplishing amazing things; however, he realized he still needed some support. At that time, he began working with Sherry Jones, Supported Employment Coordinator, who helped him navigate finding a job. Caleb tried one job, and then another, until he found one that both was within walking distance of his apartment and gave him enough hours to support himself living independently, as he had decided he preferred not having a roommate. He began working at Jolly’s in Johnson in February 2019 as a part time employee, but has just been transitioned to a full-time employee, as he has shown such dependability and willingness to work!



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Caleb has grown immensely since joining the Developmental Services team at LCMHS. He has become much more independent in all aspects of life, as well as accepting that he has a disability and may need support at times. As in for the future, Caleb still has some major plans, such as getting a driver’s license and finding a job with benefits, but for the time being he is happy with where he is in life and who he has become as an individual.

## Intervention Venues for Youth (IVY) Program

By Janelle Germaine, IVY Program Manager



The IVY Program was established to support children and their families who have, or are currently receiving Personal Care Supports through Children with Special Health Needs through the State of Vermont.

IVY is a part of the Children, Youth and Family Services department at LCMHS. This program supports families who have children with a developmental delay, Intellectual Disability and/or Autism Spectrum Disorder who may also have a co-occurring mental health diagnosis.

Supports in the IVY program may include: Personal Care Assessments, Family Managed Respite, in-home case management and support, community skills work and behavioral consultation for the home. The assigned case manager works with the child and their family to understand the child's needs and together create an Individual Plan of Care that identifies goals to work toward in order to meet the identified needs. The program currently has clinical oversight, a Program Manager and 3 case managers and has served 36 different children over the last fiscal year.

Some regular activities based on individual goals may include working on safety in the home and community (may include going to the playground to learn how to access equipment safely, working on crossing roads safely), working on gaining skills to be able to interact appropriately with others across all settings (may include visits to the store to purchase an item, modeling effective communication with parents and community members), building skills around accessing our community, working on sensory regulation across environments (visits to the Imagination Station in Barre, visits to NCAL to work with the animals, hikes, swimming, accessing NVU Shape facility). Some strategies may include using visuals with parents as well as the child to help reinforce skills at all times.

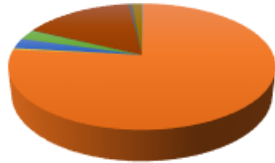
Some of our biggest success stories have been when our older (graduating high school) IVY consumers are transitioning into adult DS Waiver services. With the support of their IVY case manager, we have been able to collaborate with their new DS service coordinator to help support a smoother transition into their adult life and new supports.



# FINANCIAL REPORT

## July 1, 2018 - June 30, 2019

Total Revenue \$17,662,254



- Self Pay
- Medicare
- Client Room & Board
- Local Donated
- Interest income & Misc. Income
- Medicaid
- Other Insurance
- State Contracts
- Local Contracts
- Other Contracts

Total Expenses \$17,580,662



- Personnel
- Fees/Dues
- Building Expenses
- General operating
- Transportation
- Program Expenses

Total Number of **Individuals Served** by LCMHS: **1,110**

Total Number of **Services Performed**: **90,699**

## Our Thanks to those who gave to LCMHS this year

Allison Gingras  
Alison Stigers  
Allison Rogers  
Alton Smith  
Azam Hozouri & Edmund Giroux  
Becca Field  
Bert's Boats LLC  
Boardman Charitable Gift Fund  
Bourne's Energy  
Brass Lantern Inn  
Casella Waste Systems  
Charlmont Restaurant  
Colleen Niering  
Colleen Twoomey  
Concept II  
Dales's Welding  
Donald Bergstrom  
Donald P. Blake Jr.  
ERFC in Memory of Fein Rosenblum  
Fred's Energy  
Geraldine Carpenter  
G.W. Tatro Construction, Inc.  
Green Mountain Support Services  
H.A. Manosh

Handcrafted Quality in Building  
Hannaford  
Harvey C. Reed  
Houle Farm  
House of Troy  
John and Audrey Cota  
Joshua and Glenn Davis  
Julia and Dennis Landry  
Julio and Elizabeth Olimpio  
Kami Heath  
Katherine Bourdeax  
Lamoille Home, Health & Hospice  
Lamoille Union High School  
Linda and Loren Leahy  
Lois Keith  
Manufacturing Solutions, Inc.  
Meredith McGee  
Michael and Deborah Martin in honor of Becca Field and in Memory of Kari Bierbaum  
Michael Feulner  
Mila Lonetto  
N.A. Manosh  
Network for Good  
NFP Property & Casualty Services, Inc.

Northern Vermont University-Johnson SHAPE Center  
Once Upon a Time  
Pall Spera Company Realtors  
People's United Bank  
Peter O'Connell  
Pete's Greens  
Pizza on Main  
Poulos Insurance Inc.  
Purely Patrick  
Rhonda Bedell & Leon Whitcomb  
Salvation Farms  
Smuggler's Notch Resort  
Stacey Madden  
Sujata Gautam  
Tara Bredice and Girl Scout Troup  
The Lodge at Spruce Peak  
The Manor  
The TAG Philanthropic Foundation  
Union Bank  
United Way of Lamoille Valley  
WLVB Radio  
Zachary and Dayanelis Williams



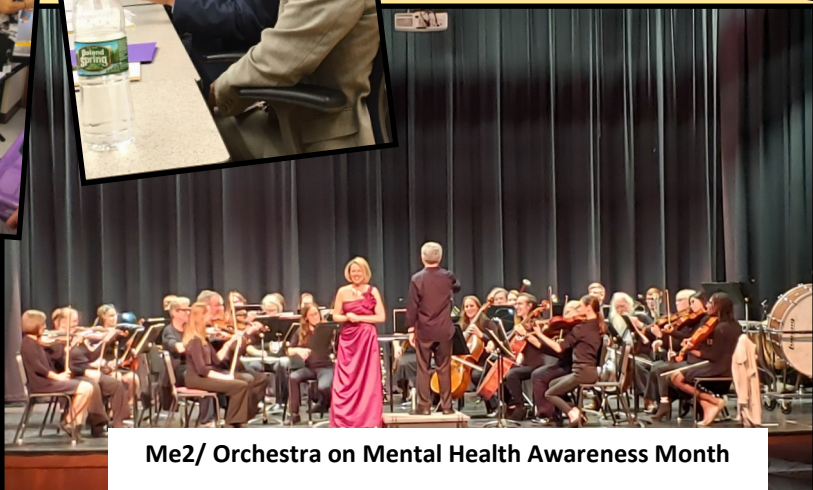
LCMHS Thanksgiving Dinner



Sen. Ashe and Sen. Westman's visit



Staff Development Day



Me2/ Orchestra on Mental Health Awareness Month



WLVB Radio



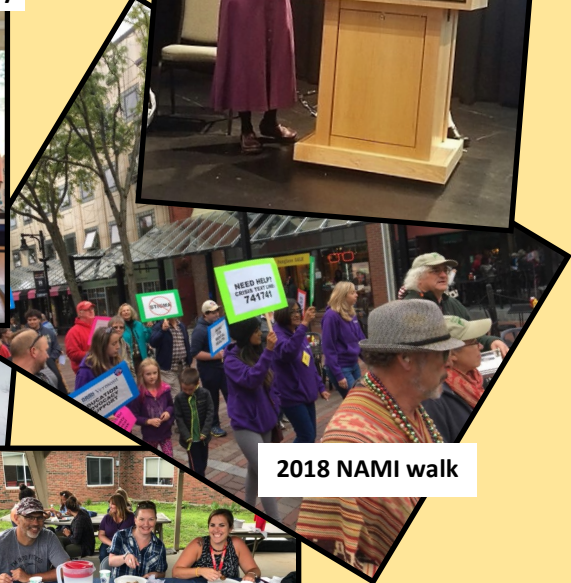
Senator Sander's staff visit



Staff Development Day



2019 NAMI Conference



2018 NAMI walk



2019 Homelessness Walk



2018 LCMHS Annual Meeting



72 Harrel Street, Morrisville, Vermont  
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