

FY 2015
OUTCOMES REPORT

About Howard Center

How we help

Howard Center has a long and rich history as a trusted provider in our community. With a legacy spanning 150 years, Howard Center has been leading the charge for progressive, compassionate, high quality care and treatment for those members of our community in need. Founded in 1865 as an agency serving the children of the destitute, it now offers life-saving professional crisis and counseling services to children and adults; therapeutic interventions and education programs for children with emotional and behavioral issues; supportive services to individuals with autism and intellectual disabilities who need help with education, employment, and life maintenance skills; and counseling and medical services for adults struggling with substance use and mental health issues.

Our staff of 1,500 provides help and support in over 60 locations. More than 16,000 clients and community members turned to us last year for services that help them lead more fulfilling lives.

What Howard Center means to the people we help

For many people in our community, Howard Center means hope, help, and the belief that positive change can and will happen.

For a young adult with a developmental disability, it means learning how to take the bus so that he can explore the Burlington community on his own and be more independent.

For a school-age youth, it means improving literacy skills and discovering the adventures that can be found in a good book.

For a woman in the correctional system, it means getting a second chance to create a safe, healthy, and productive life for herself—and her family—through our Northern Lights program.

For all of us, it means a community where we are each valued for our strengths and contributions.

Our annual report is available online at www.howardcenter.org



“This remarkable organization reaches deeply and widely into the community, helping people with challenges that, in some way, touch each of us, through a relative, through a friend, or through our own experience.”

**-Howard Center
Event Speaker**



Letter from the Executive Director

Dear Friends, Partners, and Supporters:

For 150 years, Howard Center has contributed to our community by helping people to grow, develop, recover, and lead the best lives possible. During the past year alone, we supported over 16,000* people who needed help with mental health, substance use, education, and developmental challenges.



This Outcomes Impact Report for fiscal year 2015 demonstrates the array of services we provide and presents an overview of what we did, how well we did it, and whether it made a difference. It also highlights the many ways that we work with people across settings and in collaboration with a vast network of skilled and committed community partners, and we thank them for their contributions to Howard Center and to the people we serve.

Our outcomes project uses a variety of evaluation methods and questions designed to help gauge the effectiveness of our work. Do our services encourage youth to make healthy decisions which help them succeed in school and prepare them for adulthood? With our support are people with disabilities or mental health challenges able to live with dignity in settings that they choose? Are individuals living healthier lives because they received the services they needed to recover from a substance use disorder? These questions and the answers they generate help us to determine how well we are doing and will guide us as we continue to provide the best possible services to our clients and community.

The accomplishments that are reflected in this report would not be possible without the ongoing and consistent engagement of our staff and board of directors. Our staff are privileged to share in the many positive changes that are reflected in the lives of the people we serve every day, and every day I am grateful for their service and commitment. I also want to thank the staff who lead this evaluation project – Cath Burns, Alysia Chapman, Matthew MacNeil, Martie Majoros, and Denise Vignoe.

Please feel free to share your feedback and comments by emailing outcomes@howardcenter.org.

Regards,
Bob Bick, *Chief Executive Officer*

**This number includes individuals classified as clients and an estimate of other community members supported.*

*** This list represents our current board for 2016, although the outcomes included in the report are for FY 2015.*

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Report Key

Below is our service category icon key which provides a consistent visual theme throughout the report. Some programs relate to a single service category and some span several service categories. The larger icon generally means this service is most relevant and the smaller icons represent secondary services.



Community Support Services

Our community support and employment programs offer a variety of services that help children, youth, adults, and families participate more fully in their community. Through these programs, clients develop skills and confidence which allow them to pursue their interests for enjoyment and employment.



Criminal Justice Services

Our criminal justice services recognize that criminal actions are often linked to persistent mental health or substance abuse issues. The goal of our programs is to address the underlying mental health issues and to support individuals while they begin to make changes in their lives.



Crisis Services

Our crisis programs provide immediate crisis intervention and evaluation services 24/7/365 days a year to children, adolescents, and adults -- and their support systems -- who are experiencing a mental health or substance use crisis.



Educational Services

Our educational programs are designed to prepare each student, regardless of age, to live independently. A common goal of all our educational programs is to help students develop their unique strengths and learn new skills that will help them achieve independence and lead fulfilling lives.



Outpatient Services

Our child and family outpatient programs provide therapeutic counseling for Chittenden County children, adolescents, adults, and families in individual and group settings. In addition, we offer counseling for individuals with mental health and/or substance use issues.



Residential Services

Our residential services support people in many different types of living situations to accommodate individual needs and preferences. We offer apartment, group home, therapeutic community residences, shared living options, and other innovative living models.



Substance Abuse Services

Our substance abuse services vary in intensity from short-term detoxification programs to long-term recovery support. They include therapeutic counseling, recovery support, and medication assisted treatment programs.

Annual Outcomes Review FY2015



Thank you for your interest in the specific programs at Howard Center. In the following pages, you will find information based on the Results Based Accountability™ (RBA) model and the subsequent Vermont Bill S.293, “An Act Relating to reporting on population-level outcomes and indicators and on program level performance measures.”

Using the RBA model, data for each program is organized to address the following questions:

HOW MUCH DID WE DO?

Each program page provides information about how many clients and services were provided, types of groups served, and descriptions of the programs in general. Information in this category provides an overview of the individuals served and the services provided.

HOW WELL DID WE DO IT?

Data that illustrates the quality of programs, such as individual perception of our quality, external ratings of program quality, staff information, and use of evidenced based models are available in each program report.

ARE WE BETTER OFF?

We are often asked how effective our programs are at improving the lives of those we serve. This is a complex question because nearly all people we support are involved in a variety of services. Even so, we strive to make significant contributions to improving the circumstances that bring individuals to our care. Given this, each program page includes information about individual perception of effectiveness, and when available, other ratings that point to the impact of our services.

Finally, when available, comparative longitudinal data as well as data from state and national resources are provided.

We appreciate your time spent reviewing this report. If you have any questions, please feel free to contact us at outcomes@howardcenter.org.



2015 Outcomes Evaluation Project Team (left to right)

Alysia Chapman, B.S.W.

Matthew MacNeil, Ed.D., LCMHC

Cath Burns, Ph.D., Licensed Psychologist – Doctorate

“RBA (Results Based Accountability) is a disciplined way of thinking and taking action that communities can use to improve the lives of children, youth, families, adults and the community as a whole. RBA is also used by organizations to improve the performance of their programs or services.”

Results Based Accountability
(Friedman, 2009)

Howard Center Overview

8,467 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

Our mission is to improve the well-being of children, adults, families, and communities.

PERFORMANCE MEASURES

HOW MUCH

- **5,082** additional non-client community members **served** in FY15.
- Howard Center operates **57 locations** across the state.
- Howard Center Staff are embedded in an additional **52 community and public school settings.**

HOW WELL

- **93%** of clients agreed they **received the help they needed.**
- **91%** of clients agreed that the **services they received were right for them.**

BETTER OFF



92% of clients agreed that **Howard Center services made a difference.**

- **95%** of clients are currently housed.
- **63%** of clients are employed or in school.

94%
of clients agreed
that staff
treated them
with respect.

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont's families are safe, nurturing, stable and supported.
- Youth successfully transition to adulthood.
- Vermonters are healthy.
- Children are ready for school.
- Youth choose healthy behaviors.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.

SERVICES PROVIDED

- 24 hour crisis response for mental health emergencies
 - Child and adult outpatient services
- Substance abuse treatment
 - Services for individuals with severe mental illness
 - Services for individuals with developmental disabilities
- Residential facilities for adults and children
 - Therapeutic school services
- Employment services
- Case management services
 - Medical care and consultation
 - Consultation for community partners

PARTNERS: University of Vermont Medical Center, law enforcement agencies, first responders, the State of Vermont Agency of Human Services, United Way, Vermont schools, Vermont community based non-profits, private and public funding agencies, institutions of higher education



Community Support/Employment Services



Our community support and employment programs offer a variety of services that help children, youth, adults, and families participate more fully in their community. Through these programs, clients develop skills and confidence which allow them to pursue their interests for enjoyment and employment.

Street Outreach Team: Casey Lee, Justin Verette, Hannah Toof, Wayne Bishop, Matt Young. Missing from photo: Tammy Boudah

PROGRAM:

ARCh (Accessing Resources for Children)

296 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

ARCh (Accessing Resources for Children) is a collaboration between Developmental Services and Children’s Mental Health to provide integrated support services to children up to the age of 22.

PERFORMANCE MEASURES

HOW MUCH

- **201 children and their families** received care coordination support.
- **70 children** received support from living skills staff.
- **230 families** received family managed respite*.

HOW WELL

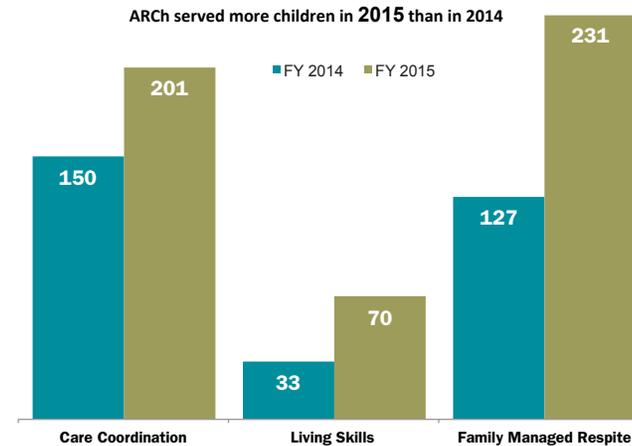
- **94%** said **staff treated them with respect.**
- **85%** said **they received services that were right for them.**
- **Wait list reduced by 68 people.**

BETTER OFF

 **82% increase** in families able to **access family-managed respite support.**

**Family Managed Respite is also utilized by children who are not receiving ARCh services.*

PARTNERS: Integrating Family Services, Chittenden County schools, pediatricians, Vermont Family Network, KidSafe Collaborative



91%
said the services
that they received
made a difference.

SERVICES PROVIDED

- Care coordination
- Family support services
- Specialized behavior consultation
- Living skills program
- Family managed respite

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth successfully transition to adulthood.
- Vermont’s families are safe, nurturing, stable and supported.



PROGRAM:

Community Friends Mentoring

75 MENTEES SUPPORTED IN FY15

SERVICES PROVIDED

- Mentoring matches
- Mentoring support
- Workshops on child development

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont's communities are safe and supportive.
- Youth choose healthy behaviors.

PROGRAM DESCRIPTION

The mission of Community Friends Mentoring (CFM) is to match children and adults into safe, nurturing friendships.

PERFORMANCE MEASURES

HOW MUCH

- **75 mentoring relationships.**
- Average match length is **3 years, 7 months.**
- **74,000 volunteer hours** provided by mentors in FY15.

HOW WELL

 **100%** of CFM mentees report **they enjoy spending time with their mentor.**

 **\$170,000** is the estimated **employee value** of volunteer hours provided by mentors in FY15.

BETTER OFF

 **80%** of CFM mentees reported **they felt they were doing better in school** since having a mentor.

 **96%** of CFM mentors reported that their mentoring relationship has been an **enriching experience** for their own lives.

PARTNERS: Mobius Mentoring

“It gives my child a positive person to be around and good goals and role modeling.”



100%
of CFM mentors would recommend becoming a mentor to friends or family.



100%
of CFM mentees reported they learned how to solve problems from their mentor.

Community Support Program

709 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

The Community Support Programs (CSP) create person-centered opportunities and environments that help people with mental health and co-occurring substance challenges recover and lead fulfilling lives.

PERFORMANCE MEASURES

HOW WELL

- **85%** felt **respected by staff**.
- **79%** felt the **services were right for them**.
- **84%** felt they **received the help they needed**.

BETTER OFF

EMPLOYMENT

- **45%** of CSP clients who were **involved with Career Connections were employed** (Q4FY14).

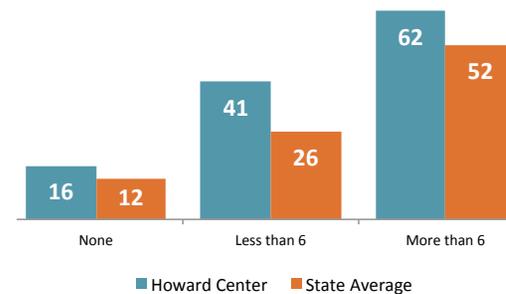
EARNINGS

 In the first quarter of FY15, CSP clients had **average earnings of \$2551**, a **3% increase** from the same quarter in FY14.

- **90%** of CSP clients **had housing**.

Scorecard link: <http://app.resultsscorecard.com/Scorecard/Embed/8907>

Percentage of CRT Clients Employed by Number of Employment Services



88%
of clients surveyed
said the services
made a difference.

SERVICES PROVIDED

- Assessment
- Case management services
- Supportive counseling
- Employment services
- Housing assistance
- Residential services
- Medication evaluation
- Psychiatric prescription and monitoring services

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermonters are healthy.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.

PARTNERS: The staff at CSP work closely with a variety of community providers, first responders, and medical providers to promote recovery and competence in the clients they support.



Home and Community Based Services

819 CLIENTS SUPPORTED IN FY15



SERVICES PROVIDED

- Service Coordination
- Community Support
- Work Supports (Project Hire)
- Home Supports
- Respite Support
- Clinical Supports
- Crisis Supports
- Transportation
- Supported Post-Secondary Education (SUCCEED)
- Targeted Case Management
- Flexible Family Funding
- Intake Support

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth successfully transition to adulthood.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.

PROGRAM DESCRIPTION

Home and Community Based Services (HCBS) provides an array of supports to people with developmental disabilities based on individual needs and program criteria. HCBS programs and supports feature person-centered services that meet needs of the individuals and families to live, work and grow throughout all life stages.

PERFORMANCE MEASURES

HOW MUCH

- **643 individuals received comprehensive supports** (3% increase from FY14).
- **18** other clients received **targeted case management**, supports to individuals in skilled nursing facilities, and grant-funded employment supports.
- **278 families** received Flexible Family Funding.

HOW WELL

- **95%** said **staff treated them with respect.**
- **90%** said **they received services that were right for them.**
- HCBS has developed **innovative supports and services** to best meet the changing needs of the community.

BETTER OFF

-  **91%** said my **quality of life improved** as a result of the services I received.
- **27%** of **clients living independently** in the community.

“The transition for my daughter from school to the adult program went very smoothly. I can’t thank you all enough.”



94%
said the services that they received made a difference.

PARTNERS: State of Vermont, local businesses, shared living providers, United Way, Burlington Housing Authority, University of Vermont, Chittenden County schools, and many more.

Intake

261 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

As a part of Developmental Services Home and Community Based Services (p.12), Intake provides comprehensive information and referral services. Intake coordinators provide information and referrals to programs and supports both within and outside of Howard Center. Applicants to the Developmental Services Home and Community Based Waiver Program are assisted through an intake process that includes an application, eligibility determination, and needs assessment.

PERFORMANCE MEASURES

HOW MUCH

- **133 people** were assisted with Home and Community Based Services applications.
- **49** other people **received transition planning or support** coordination.
- **20** trainings and community outreach **events** provided.

HOW WELL

- Intake is staffed with **2 full-time coordinators**.
- **All calls** are returned **within 48 hours**.
- A face-to-face **intake meeting** is offered **within 5 business days**.

 **8%** of the individuals funded for services received **blended and/or braided funds** to meet ongoing needs for supports.

BETTER OFF

-  **68 applications** for Developmental Services Home and Community-based Waiver services **were approved**, helping those individuals to avoid imminent risks to their health and safety or to avoid psychiatric institutionalization or nursing home placement.
- **79 children** who were waiting for services **were able to receive care coordination** through the ARCh Program.

PARTNERS: State of Vermont, Vermont Family Network, Vermont Refugee Resettlement Program, Association for Africans Living in Vermont, medical offices and organizations, schools



212 people
received intake
information and
referral services.

SERVICES PROVIDED

- Face-to-face intake
- Information and referral
- Clinical assessment
- Eligibility determination
- Person centered planning/short-term case management
- Transition planning

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermonters are healthy.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.



Project Hire

186 CLIENTS SUPPORTED IN FY15

SERVICES PROVIDED

- Pre-vocational support
- Career planning
- On-the-job support
- Benefits counseling and coordination

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth successfully transition to adulthood.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.

PROGRAM DESCRIPTION

As a part of Developmental Services Home and Community Based Services (p.12), Project Hire helps adults to find meaningful competitively paid careers. The specific supports and services offered are individualized and are based on each person's unique interests and goals.

PERFORMANCE MEASURES

HOW MUCH

- **186 clients served**, a 6% increase from FY14.
- **54 new job placements**, a 29% increase from FY14.
- **26 new clients served.**

HOW WELL

- ✓ **83%** of respondents said **they are happy with Project Hire Services.**
- ♥ **92%** of respondents said **staff listen to and respect them.**
- **75%** of respondents said **they are happy with their current job.**
- 💰 **Client earnings** resulted in **estimated savings to Social Security of \$1,400,628** from 2011 to 2015.

BETTER OFF

- Client **earnings increased 9% overall** since FY14.
- Average rate of **pay increased by 1.4% to \$9.91/hour.**

PARTNERS: Vermont Department of Vocational Rehabilitation, Chittenden County schools, local employers.

Client earnings result in savings to Social Security



78%
of those receiving Project Hire support are employed.



22 CLIENTS SUPPORTED IN FY15

PROGRAM DESCRIPTION

As a part of Developmental Services Home and Community Based Services (p.12), SUCCEED provides a post-secondary education program for students with developmental disabilities, provided in collaboration with area colleges. Students are prepared for a future of success, creativity, and contribution to their community. Students participate in four program areas: Student Housing, Education, Campus Life, and Career Development. Students graduate with the ability to live independently, develop and maintain friendships, obtain employment, and establish social connections within their community.

PERFORMANCE MEASURES

HOW MUCH

- **33 graduates** since 2011
- **2 off-campus residential sites**
- **2-3 years to complete program requirements**
- **12 UVM interns** served the program and received invaluable experience while helping to meet needs of Succeed students.

HOW WELL

- **92%** said **staff treated them with respect.**
- **100%** of independent grads **have BHA vouchers**, enabling students to live independently AND affordably after graduation.



30 volunteer hours provided by each student annually.

BETTER OFF

- **92%** said **they received the help they needed.**
- **100%** of those completing residential program **are living independently** in the community.
- **86%** of SUCCEED grads (in the last 3 years) **are currently employed.**



100%
of respondents said the services they received made a difference.



100%
said their quality of life improved as a result of the services they received.

SERVICES PROVIDED

- Residential support
 - Supported post-secondary education
- Independent living skill development
 - Career planning
- Service coordination

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth successfully transition to adulthood.

PARTNERS: Burlington Housing Authority, University of Vermont, local businesses, employers



DEVELOPMENTAL SERVICES

Safety Connection

58 CLIENTS SUPPORTED IN FY15

SERVICES PROVIDED

- Evening and overnight monitoring
- Assistance in developing independent living skills
- In-person responses
- Strategic planning with client support teams
- Coordination with housing authorities

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth successfully transition to adulthood.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.

PROGRAM DESCRIPTION

The Safety Connection program helps individuals with developmental disabilities from age 18 and older to live independently in the community setting of their choice. Safety Connection support services target youth in transition, single adults and families, and elders who wish to age in place. Safety Connection works alongside community partners and Howard Center program managers as well as with client family members and guardians.

PERFORMANCE MEASURES

HOW MUCH

- Safety Connection has helped **100 people since 2006.**
- **58 clients served** in FY15, a 7% increase from FY14.
- **63%** Safety Connection participants (34) are **youth in transition.**

HOW WELL

 **25%** of those served in FY15 **transitioned from the Shared Living model** of support, creating **savings of over \$20,000 per year** per person.

 Annual per person **cost of Safety Connection reduced by 67%** since 2007.

- Safety Connection supports all 58 clients with **2 full-time operators** and **7 responders.**

BETTER OFF

- **15 individuals** were assisted with securing Section 8 housing vouchers.
- **86%** of those served were supported to **live on their own** for the first time.

 **46.3%** of those served by the Safety Connection program have transitioned to **full independence** from all residential supports.



100%
remained housed
or moved into
housing of
their choice.

PARTNERS: Burlington Housing Authority, United Way of Chittenden County

PROGRAM:

Early Childhood Program

257 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

The Early Childhood Program (ECP) offers a multi-service array to create conditions for a safe and nurturing environment for families with children, birth through school-age, to play, learn, and grow together.

PERFORMANCE MEASURES

HOW MUCH

- **9,800** clinical services provided in FY15.



96% of families are **contacted within 5 days** of receiving a referral.

HOW WELL

- **97%** of families agreed that **ECP utilized the strengths of their family.**
- **97%** of families agreed that **they received the help they needed.**
- **100%** of families agreed they were **treated with respect.**
- **100%** of parents/guardians would **recommend ECP** to others.

BETTER OFF

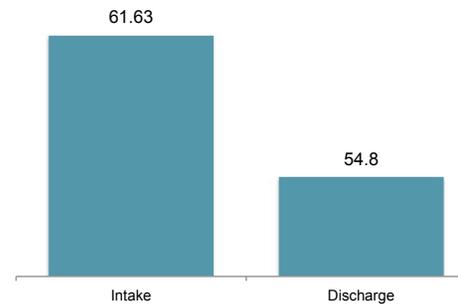


97% of families reported the service they received made a positive difference.



82% of guardians reported **reduced parenting stress** after receiving Parent-Child Interaction Therapy as reflected by Total Parenting Stress Scores on the Parenting Stress Index (PSI).

Pre and Post Total Behavior Problem Scores on the Child Behavior Checklist (CBCL)



“Not only did my son’s worker just help with my son, she helped me learn how to interact with him in more positive ways.”

SERVICES PROVIDED

- Clinical interventions
 - Parental Support and Training
 - Assessment
 - Parent Child Interaction Therapy
- Service planning and coordination
- Community supports
- Consultation and Training
 - Early Connections
- Winooski Family Center

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont’s families are safe, nurturing, stable and supported.
- Children are ready for school.

PARTNERS: Children’s Integrated Services, child care centers, The Caring Collaborative, Chittenden County public schools, Essential Early Education, Head Start



PROGRAM:

Family and Community Based Services

166 CLIENTS SUPPORTED IN FY15

SERVICES PROVIDED

- Clinical interventions
- Parental support and training
- Assessment
- Service planning and coordination
- Living skills
- Therapeutic groups
- Outdoor challenge activities
- Summer camp

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont's families are safe, nurturing, stable and supported.
- Youth choose healthy behaviors.

PROGRAM DESCRIPTION

Family and Community Based Services (FCBS) provide individualized, child-centered and family-friendly supports to help families with children from age 4-17 who have significant emotional, behavioral, or mental health challenges.

PERFORMANCE MEASURES

HOW MUCH

- **172 group counseling supports** provided in FY15.

HOW WELL



100% of families reported feeling that **staff utilized the family's strengths** in treatment.



62% of families **received services within 60 days** of referral acceptance.

BETTER OFF

- **92%** of families **discharged to a lower level of care.**



100% of families **reported FCBS services made a difference.**



1,599
case management services provided in FY15.



100%
of families reported staff communicated effectively.

PARTNERS: Vermont Department for Children and Families, Chittenden County schools, primary care physicians, Champlain Housing Trust, Vermont Refugee Resettlement Program

PROGRAM:

Intensive Family Based Services

128 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

Intensive Family Based Services (IFBS) provides time-limited, intensive intervention for families in which a child is at imminent risk of removal from the home for reasons of abuse, neglect, or severe emotional disturbance.

PERFORMANCE MEASURES

HOW MUCH

- **4,950** case management and counseling **services** provided.
- **1,857 hours** of in-home support.

HOW WELL

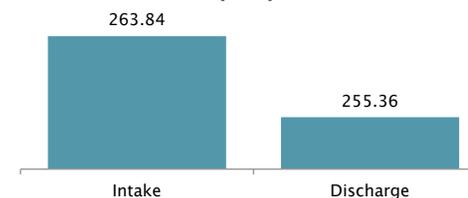
- ✓ **96%** of children from families referred for placement prevention were able to **remain in their home** after being discharged from IFBS services.
- ★ **100%** of reunification **recommendations made by IFBS were consistent with DCF placement outcomes.**

BETTER OFF

- 🏠 **91%** of children discharged from IFBS 12 months ago still were still able to **remain in their homes** one year later.
- ☀️ **87%** of parents/guardians reported **feeling more hopeful about their family's future** after receiving services.
- Parents report **lessened experience of clinical parenting stress** as reflected by scores on the Parenting Stress Index (PSI).



Pre and Post Total Parenting Stress Scores on the Parenting Stress Index (PSI)



SERVICES PROVIDED

- Clinical interventions
 - Parental support and training
 - Assessment
- Family re-unification
- Service planning and coordination
- Community supports
 - Living skills training
- Housing and home supports

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont's families are safe, nurturing, stable and supported.
- Youth choose healthy behaviors.

PARTNERS: Vermont Department for Children and Families, primary care physicians, Chittenden County schools, Community Health Center



PROGRAM:

Street Outreach

8,721 CONTACTS PROVIDED IN FY15

SERVICES PROVIDED

- Outreach, assessment, monitoring, support, and active referral to needed services
- Mobile services for greater Burlington and surrounding communities
- Staff embedded with and dispatched by the Burlington Police Department to respond to citizens in need

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermonters are healthy.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.

PROGRAM DESCRIPTION

The Street Outreach Team provides a range of services for persons in and around the Burlington Business District. Services are focused on assisting persons with psychiatric disabilities, mental health and substance use issues, including assessment, monitoring, support, and active referral to needed services with a focus on unmet social service needs.

PERFORMANCE MEASURES

HOW MUCH

- **944 unduplicated clients**, 8% increase from FY14.



As noted in figure at right, there was a **notable increase** (9% to 16.5%) **in contacts with people demonstrating deteriorating behavior** or mental status (Level 2) as a result of additional staff embedded within the Burlington Police Department.

HOW WELL



Awarded the **Jackson Health Care Hospital Charitable Services Award** as a Program of Excellence

- **A State Resource:** Street Outreach staff are frequently asked to provide consultation to other towns within Vermont and in the United States about how to start their own similar program.

BETTER OFF



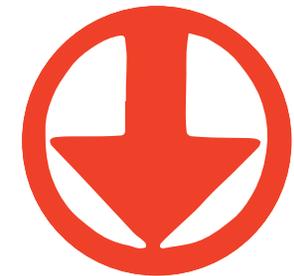
81% of merchants and 75% of police said the team was “mostly” or “always” **available when needed.**¹

Link to scorecard: <http://app.resultsscorecard.com/Scorecard/Embed/9199>

1. Flint Springs and Associates Street Outreach Team Evaluation Report, May 9, 2015.

PARTNERS: Vermont Department of Mental Health, University of Vermont Medical Center, Howard Center, United Way of Chittenden County, City of Burlington (Mayor's Office), Burlington Police Department, Church Street Marketplace

Level of Contact (%) by Fiscal Year



8,721
contacts provided to
clients in FY15, a 7% decline
from the prior year.

Criminal Justice Services



Our Criminal Justice Services recognize that criminal actions are often linked to persistent mental health or substance abuse issues. The goal of our programs is to address the underlying mental health issues and to support individuals while they begin to make changes in their lives.





PROGRAM:

Northern Lights

23 CLIENTS SUPPORTED IN FY15

SERVICES PROVIDED

- Residential services
- Individual and group therapy
- Parenting support
- Employment training through collaborations with community partners.

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont’s families are safe, nurturing, stable and supported.
- Vermont’s elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.

PROGRAM DESCRIPTION

Northern Lights is a residential program for 11 women who are transitioning back to the community from prison to assist each woman in building a safe, healthy, and productive life in the community while living independently. Women reside at Northern Lights for approximately one year before transitioning into their own apartments. Program graduates are encouraged to stay connected with the house by attending groups, weekly dinners, and meetings with the community based support worker.

PERFORMANCE MEASURES

HOW MUCH

- **39% employed or engaged in a vocational activity.**

HOW WELL

- **86%** of participants said **they received help that was right for them.**
- **71%** of participants said **staff treated them with respect.**
- **86%** of participants said **they received the help they needed.**

BETTER OFF

-  **27%** of clients were rated as **“improved” upon discharge** by their clinician.

Scorecard link: <http://app.resultsscorecard.com/Scorecard/Embed/9195>



71%
report that the
Northern Lights
program made
a difference.

PARTNERS: Howard Center providers, Department of Corrections, Vermont Parent Representation Center, Vermont Works for Women, Mercy Connections, United Way, Lund Family Center, Spectrum

Adult Drug Treatment & Mental Health Courts

145 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

The Treatment Court Programs are a three-phase, problem-solving court where Howard Center, the judiciary, prosecution, defense bar, and other community providers work together to help non-violent offenders find restoration in recovery and become productive citizens.

PERFORMANCE MEASURES

HOW MUCH

- **69% housed**
-  **15%** of participants in Mental Health Court were **employed or engaged in a vocational activity.**
-  **23%** of participants in Drug Court were **employed or engaged in a vocational activity.**

HOW WELL

- **86%** of participants said **they received help that was right for them.**
- **95%** of participants said **staff treated them with respect.**
- **92%** of participants said **they received the help they needed.**

BETTER OFF

-  **42%** of clients rated as **“improved” upon discharge** by their clinician in Mental Health Court.
-  **53%** of clients rated as **“improved” upon discharge** by their clinician in Substance Abuse Court.

Scorecard link: <http://app.resultsscorecard.com/Scorecard/Embed/9195>

PARTNERS: Howard Center providers, Department of Corrections, State’s Attorney’s Office, Vermont judiciary, The Turning Point Center, community providers

SERVICES PROVIDED

- Co-occurring assessments
 - Individualized treatment plans
 - Individual and group treatment
- Case management
- Referrals to community partners
 - Ongoing judicial monitoring to address mental health needs of CJIP and public safety concerns of communities.

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont’s families are safe, nurturing, stable and supported.
- Vermont’s elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.



89%
report that all court programs made a difference.



Crisis Services

Our Crisis Services provide immediate crisis intervention and evaluation services 24/7/365 days a year to children, adolescents, and adults – and their support systems – who are experiencing a mental health or substance use crisis.

ACT 1 staff Avery Dorgan, Michael Perez, Julia Emery, and Kathleen Lowrie. Missing from photo: Ulrika Schygulla.



ASSIST Crisis Stabilization

293 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

The ASSIST program provides 24-hour respite for persons experiencing a mental health crisis.

PERFORMANCE MEASURES

HOW MUCH

- **293 unique clients** served through **480 admissions**.
-  **7.8% decrease** in unique clients served from FY14, **6.3% decrease** in admissions from FY14.
- **40.6%** of clients served were **community support clients**.

HOW WELL

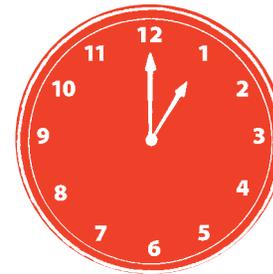
- **87%** felt they had **received the help they needed**.
- **85%** felt they had **received the care that was right for them**.
- **93%** reported **staff were respectful**.

BETTER OFF

-  Upon discharge, **88.1% were discharged to a lower level of care**. Only 7.7% were transferred to a higher level of care.
- **66%** of clients report **feeling better upon discharge**.

Results Scorecard Link: <http://app.resultsscorecard.com/Program/Embed/16030>

PARTNERS: Police, first responders, emergency room staff, community providers, other Howard Center programs



Average length of stay:
4 days



87%
of clients reported that the program made a difference.

SERVICES PROVIDED

- 24-hour care and supervision
 - Psychiatric services and medication monitoring
- 6 single-occupancy bedrooms in community setting
 - Family meetings
- Connection to counseling and community resources
 - Transitional case management
- Short-term stabilization in the least restrictive environment
 - Voluntary admissions
 - Hospital step-down

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermonters are healthy.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.



PROGRAM:

First Call

2,027 CLIENTS SUPPORTED IN FY15

SERVICES PROVIDED

- 24/7/365 phone support and mobile face-to-face outreach in Chittenden County
- Assessment and intervention
- Referrals, follow up, phone checks, and care coordination
- Crisis respite
- Suicide prevention training
- Post-vention/post-tragedy response
- Discharge planning
- Connection to medical and dental homes
- Assistance in applying for Medicaid insurance

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth choose healthy behaviors.
- Youth successfully transition to adulthood.

PROGRAM DESCRIPTION

First Call is the children’s crisis service for Chittenden County and the intake line for all of Howard Center’s Child, Youth, and Family Services (CYFS). The primary goal of First Call is to support children and families in crisis and to help them identify and access needed services.

PERFORMANCE MEASURES

HOW MUCH



Community **presentations** and **trainings** by First Call staff on topics including suicide prevention, understanding self-harming behaviors, and youth risk and resilience reached close **to 500** professionals and community members.

HOW WELL

- **98%** of calls are responded to **within 15 minutes** by a First Call Crisis Clinician.



Crisis clinicians arrived to a crisis within one hour of the request 63% of the time.

BETTER OFF



There were 108 times that a **First Call intervention prevented a child from going into DCF custody** as “unmanageable.”



29 families were given information about Medicaid insurance and **5 families** were assisted in applying for Medicaid.



1,259 assessments were conducted by crisis clinicians.

PARTNERS: Police, schools, mental health professionals, youth serving community providers, primary care physicians

Mobile Crisis

5,221 SUPPORTIVE CONTACTS PROVIDED IN FY15



PROGRAM DESCRIPTION

The goal of the Mobile Crisis Team is to provide crisis intervention services anywhere in the community on an as-needed basis. In our interventions, we provide crisis stabilization, treatment planning, and case disposition. We are also trying to divert inpatient hospitalizations to community-based care through the formulation of alternative treatment plans and the assertive implementation of such plans, and to maintain the philosophy of providing treatment in the least restrictive environment possible.

PERFORMANCE MEASURES

HOW MUCH

- **5,221 supportive contacts provided** in FY15, a 22.5% increase from FY14.
- **1,086 unique clients served.**



Mobile Crisis facilitated a median of **7 involuntary hospitalizations** and **12 voluntary hospitalizations per month.**

HOW WELL



73% felt they **received the services that were right for them.**

- **100%** reported feeling **respected by Mobile Crisis staff.**

BETTER OFF



85% of those responding to the satisfaction survey indicated that the **services provided by Mobile Crisis made a difference.**

Link to scorecard: <http://app.resultsscorecard.com/PerfMeasure/Embed/98169>

PARTNERS: Police, first responders, emergency room staff, community providers, other Howard Center Programs



82%
of participants
said they
received the
help they
needed.

SERVICES PROVIDED

- **24/7/365** mobile support for people experiencing mental health crisis and stress
- Crisis stabilization and treatment planning in the least restrictive environment possible with assessment for crisis and hospital beds
- Connection with Peer services
- Follow-up support
- Coordination with local law enforcement

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermonters are healthy.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.



PROGRAM:

On-Call

978 SUPPORTIVE CONTACTS IN FY15

SERVICES PROVIDED

- Telephone consultation and support
- In-person crisis intervention and prevention
- Hospital-based support
- Community resource collaboration
- Preventative care and proactive coordination with client support teams.

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.

PROGRAM DESCRIPTION

As a part of Developmental Services Home and Community Based Services (p.12), On-Call provides urgently needed support and crisis intervention to individuals with developmental disabilities in Chittenden County. Supports are provided in client homes, in the community, at the hospital, and at Howard Center locations. With timely interventions by trained On-Call staff, clients are able to maintain their physical and emotional health and safety in supported and independent living situations, preventing disruptive transitions.

PERFORMANCE MEASURES

HOW MUCH

- **178 unique clients supported in FY15.**
- On-Call responded to **2,019 pages** resulting in 3,970 phone calls.
- **257 in-person responses** provided by On-Call staff.
- **46 overnight supports** provided by On-Call.

HOW WELL

- Callers receive a **response within 10 minutes.**
- **100%** of On-Call staff is **trained in Therapeutic Options™.**
- On-Call supports **prevent over-utilization of other emergency services** (i.e. police, ER, mental health crisis supports).

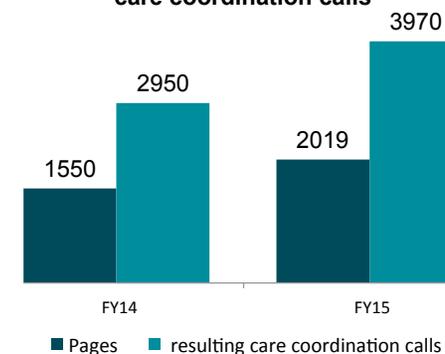
BETTER OFF

- **82%** report that **On-Call helped to stabilize the crisis.**



100%
of On-Call staff
are trained in
Therapeutic Options™.

Pages to On-Call and resulting phone care coordination calls



PARTNERS: University of Vermont Medical Center, Chittenden County police departments, First Call, Mobile Crisis

START

1,297 SUPPORTIVE CONTACTS PROVIDED IN FY15



PROGRAM DESCRIPTION

START is a team comprised primarily of Peer Recovery Specialists: Individuals who have had experiences with mental illness who are who are now in recovery. What makes START successful is the unique and insightful perspective that peers have on the recovery process. START works to connect with clients in their homes or in the community to help them reach stability and prevent inpatient admission.

PERFORMANCE MEASURES

HOW MUCH

- **1,297 supportive contacts provided** to 152 unique clients.
- **72%** (947) of supportive contacts were **provided in person.**

HOW WELL

-  **95%** of those surveyed said they **received the help they needed.**
-  **95%** said they had **received the services that were right for them.**

BETTER OFF

-  Of the 181 discharged from START services, **74%** were rated as **“improved”** by staff.
-  Upon follow up, **93%** reported **maintaining their gains** 1 month post-discharge (program goal to survey 50% of individuals discharged).

Link to scorecard: <http://app.resultsscorecard.com/Program/Embed/16498>

PARTNERS: Howard Center programs, University of Vermont Medical Center, first responders, law enforcement, community providers



99%
said said they were
treated with respect
by START staff.



89%
report improvement
from admission to
discharge.

SERVICES PROVIDED

- Services by peer recovery specialists
- Case management
- Help managing symptoms
- Intentional peer support
 - Family meetings
 - Psychiatric services

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermonters are healthy.
- Vermont’s elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.



Educational Services

Our educational programs are designed to prepare each student, regardless of age, to live independently. A common goal of all our educational programs is to help students develop their unique strengths and learn new skills that will help them achieve independence and lead fulfilling lives.



PROGRAM:

Autism Spectrum Program

45 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

The Autism Spectrum Program (ASP) provides year-round intensive, specialized instructional and behavioral treatment and support to individuals ages 2-21 with an autism spectrum disorder.

PERFORMANCE MEASURES

HOW MUCH

- Provided consultation in **8 school districts** in Vermont.

HOW WELL

-  **12 members** of the ASP Staff are **Board Certified Behavior Analysts** (BCBA).
- **100%** of all applicants for school-based services or services through the early intervention partnership **received program services within two months** of the application date.

BETTER OFF

-  **93%** of survey respondents agreed that the child/student **made gains** in response to ASP's interventions.
-  **100%** of family survey respondents agreed that ASP's services **helped to improve the overall situation** for their family.
- The mean scores for the VB-MAPP for youth involved in the ASP program were **58.58** in the Spring of 2014 and **88.18** in the Spring of 2015, reflecting **sizeable overall gains related to language and the development of early learning skills.**



**10,907
Clinical
services
provided by ASP
in FY15.**

“My daughter has made incredible progress since ASP interventionist has taken over.”

SERVICES PROVIDED

- 1:1 intensive behavioral intervention
- Parental support and training
 - Advocacy
- Service planning and coordination
- Social skills training
- Early intervention
- Consultation to individuals and school teams

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermonters are healthy.
 - Children are ready for school.

PARTNERS: Chittenden County schools, Children's Integrated Services



PROGRAM:

Baird School

68 CLIENTS SUPPORTED IN FY15

SERVICES PROVIDED

- Behavioral programming
- High quality education
- Therapeutic milieu
- Support for services for re-integration into mainstream schooling
- Parental and family support
- Trauma-informed practice
- Literacy focused academics
- PAX Good Behavior Game
- Multi-Tier System of Support (MTSS)
- Family work
- Social skills support

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth choose healthy behaviors.
- Children are ready for school.

PROGRAM DESCRIPTION

The Baird School offers an alternative educational environment for children ages 5-14 years, grades K-8, providing multifaceted academic, social, emotional, and behavioral programming for students who pose significant challenges in these areas.

PERFORMANCE MEASURES

HOW MUCH

- Baird School has the capacity to educate **51 students** at a time, including 6 desks dedicated to intensive services students.
- The Baird School **accepted referral from 12 school districts** across the state.

HOW WELL



91% of families felt the **communication from Baird School in team meetings was valuable.**



100% of families reported they were **treated with respect** by the teaching staff.



90% of survey respondents stated the referrals to Baird School were responded to in a **timely fashion.**

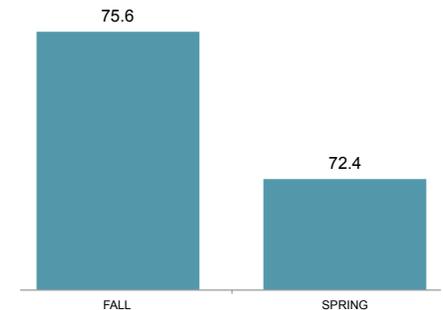
BETTER OFF

- **13 students were able to be discharged** back to their school district of origin.
- Students receiving Baird School services were appraised by their parents as having **reduced aggression problems** as evidenced by scores on the Child Behavior Checklist.

PARTNERS: Chittenden County public schools, Vermont Department for Children and Families, Vermont Agency of Education, other Howard Center providers

“My son is more social now. He’s more positive. Life has definitely improved since he’s been at the Baird School.”

Pre and Post Total Behavior Problem Scores on the Child Behavior Checklist (CBCL)



Centerpoint

803 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

Centerpoint provides a full array of treatment and educational supports and services to teens, young adults, and their families who are faced with emotional, behavioral, mental health, substance abuse, or special learning needs. Centerpoint is a collaboration of Howard Center, NFI Vermont, and Matrix Health Systems.

PERFORMANCE MEASURES

HOW MUCH

- **337 assessments** and evaluations were provided.
- **66 students**, from age 9-18, participated in FaceTime health promotion, substance abuse, prevention, and youth development activities.
- **45 parents** participated in the YouParent ‘Meet Ups,’ designed to help build skills, strategies, and supports to raise healthy children.
- Groups include **5 nationalities** and 7 primary languages.

HOW WELL



100% of clients satisfaction survey respondents reported that **they got Centerpoint Services when they needed them.**

- **1.6 Days** – Average waiting time for an **initial assessment**
- **6.7 Days** – Average waiting time for a **follow-up counseling appointment**

BETTER OFF

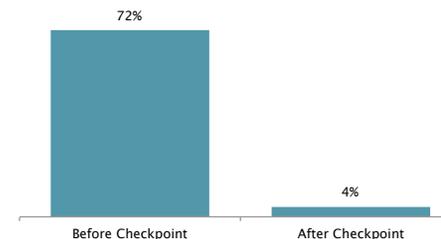


Recidivism rate lowered:

Before Project Checkpoint: 72%
After Project Checkpoint: 4%

“I wanted to thank you all, and everyone else at Centerpoint, for everything you do for our daughter each day. I was teary-eyed listening to her success and how confident and proud she is of herself.”

Recidivism Rate: Students who were caught in violation of the school’s substance use policy who subsequently had additional violation(s)



SERVICES PROVIDED

- Psychiatric and mental health evaluation
- Substance abuse screening and assessment
- Outpatient counseling
- Family counseling and parent support
 - Integrated special education and mental health day treatment
- Intensive outpatient treatment
 - Gender-specific treatment services
- Case management and community supports
- Counseling for college-aged youth

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth choose healthy behaviors.
- Youth successfully transition to adulthood.

PARTNERS: Public schools throughout Northwestern Vermont, Washington County Youth Service Bureau, the Vermont Youth Treatment Enhancement Program, the Vermont Drug and Alcohol Advisory Council, the Vermont Association of Addiction Treatment Providers, Vermont Department of Health - ADAP



PROGRAM:

INCLUSION

30 CLIENTS SUPPORTED IN FY15

SERVICES PROVIDED

- Individualized treatment planning
- One-on-one therapeutic support to students in public schools
- Family work
- Social skills support
- Crisis management
- Standardized assessment
- Consultation and training
- Behavioral programming
- Evaluation and progress monitoring
- Care coordination with other providers
- Referrals

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth choose healthy behaviors.
- Children are ready for school.

PROGRAM DESCRIPTION

The purpose of the INCLUSION Program is to provide school and home based supports and services to clients with emotional disabilities in order to help them find success in public school placements.

PERFORMANCE MEASURES

HOW MUCH

- **100%** of students **received standardized psychological assessment and progress monitoring.**
- Services were provided in **20 separate schools** county-wide.

HOW WELL



100% of survey respondents stated the **referrals to INCLUSION were responded to in a timely fashion.**

- **95.7%** of families reported they were **treated with respect.**
- **100%** of families reported **the Clinical Behavior Specialist was easy to contact.**

BETTER OFF

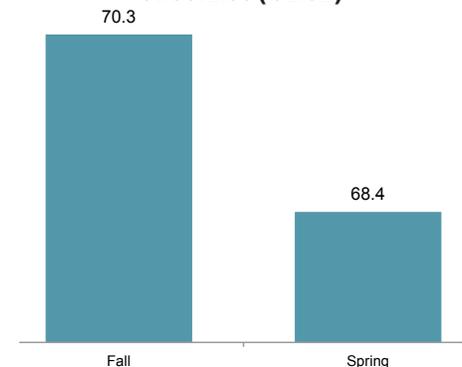


100% of families reported that their working **relationship with school team members improved** as a result of INCLUSION Services.

- **4 students were discharged** to regular classroom settings with reduced support.

“I just want to say thank you very much for helping me see my son graduate this year.”

Pre and Post Total Behavior Problem Scores on the Child Behavior Checklist (CBCL)



PARTNERS: Chittenden County public schools, Vermont Department for Children and Families, Vermont Department of Mental Health

Jean Garvin School

31 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

Jean Garvin School supports the therapeutic and academic needs of youth in grades 7-10 through an educational program offering unique learning opportunities to inspire personal change and well-being.

PERFORMANCE MEASURES

HOW MUCH

- **Bi-weekly mindfulness sessions** provided to all students.
- **Students were served from 9 different school districts** or supervisory unions.

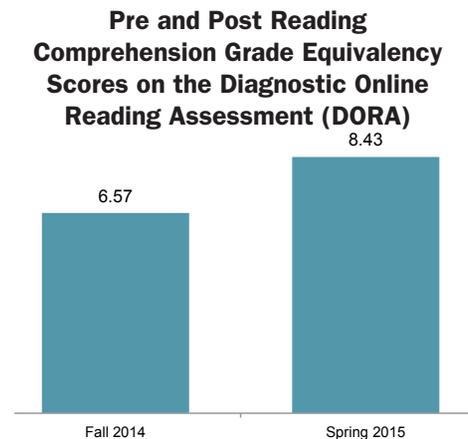
HOW WELL

-  **100%** of referring special education case managers reported they **had their referral met in a timely manner.**
- **93%** of parents/guardians reported they **would recommend Jean Garvin School** to another parent.
-  **100%** of parents/guardians reported agreeing that Jean Garvin **staff had treated them with respect.**

BETTER OFF

-  **90%** of students reported that the services provided by Jean Garvin School **made a positive difference for their lives.**
- **Improved reading comprehension:** Over the course of the school year, the average Jean Garvin student improved by over a 1.5 grade level in reading comprehension as evidenced by pre (6.57) and post scores (8.43) on the Diagnostic Online Reading Assessment (DORA).

“They are helping my daughter to learn how to work through issues instead of just trying to get her through her school subjects.”



SERVICES PROVIDED

- High quality education
 - Therapeutic milieu
 - Support for services for re-integration into mainstream schooling
- Parental and family support
- Trauma-informed practice
 - Mindfulness
 - Social cognition

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth successfully transition to adulthood.
- Children are ready for school.

PARTNERS: Consortium of school districts in Chittenden County, Vermont Agency of Education



PROGRAM:

School Services

795 CLIENTS SUPPORTED IN FY15

SERVICES PROVIDED

- Individual and group supportive counseling
- Parental training and support
- Advocacy
- Case management
- Clinical assessment and treatment planning
- Community supports
- Social skill development

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont's families are safe, nurturing, stable and supported.
- Children are ready for school.

PROGRAM DESCRIPTION

The School Services Program has masters level clinicians who provide services to address barriers within the child, home, school, and community that interfere with student achievement.

PERFORMANCE MEASURES

HOW MUCH

- Clinicians are co-located in **47 schools** around Chittenden County.
- Clients and families received **2,401 service referrals** from clinicians.

HOW WELL



96% of school staff agreed that **services provided by the program were right for their student.**



95% of students reported that they **were treated with respect** by school services staff.

BETTER OFF



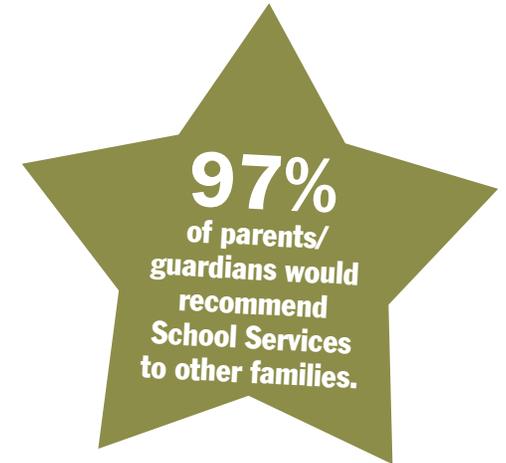
91% of parents/guardians reported that their **quality of life improved** as a result of the services provided.



60% of students with a history of problematic absenteeism **improved school attendance** after receiving services.



89% of students receiving school services either **improved or sustained academic performance** in literacy.



“My School Services clinician is incredible in stressful situations. She looks at the whole picture and makes educated decisions.”

PARTNERS: Chittenden County Public Schools, Vermont independent schools

Outpatient Services



Our child and family outpatient programs provide therapeutic counseling for Chittenden County children, adolescents, adults, and families in individual and group settings. In addition, we offer counseling for individuals with mental health and/or substance use issues.



PROGRAM:

Child and Family Outpatient Services

864 CLIENTS SUPPORTED IN FY15

PROGRAM DESCRIPTION

The Child and Family Outpatient Services provides individual, family, couples, and group counseling for Chittenden County children, adolescents, families, parents, grandparents, and caregivers.

PERFORMANCE MEASURES

HOW MUCH

- Child and Family Outpatient has therapists co-located in **26 County Schools** and **5 other community locations.**

HOW WELL

-  **96%** of youth and caregivers agreed that they **would recommend outpatient counseling services** to other people or parents.
- **89%** of youth and caregivers agreed that the outpatient clinician **effectively utilized the strengths of the youth and/or caregivers.**

BETTER OFF

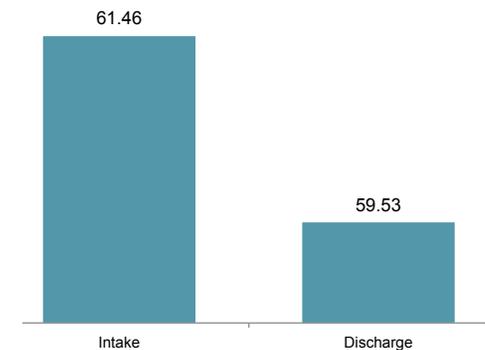
-  **94%** of youth and caregivers agreed that overall, outpatient counseling **services made a difference.**
-  **86%** of caregivers report that **gains their child made in outpatient help up 6 months after service** were finished.

PARTNERS: Chittenden County schools, University of Vermont Children's Hospital, primary care physicians, Fire Wise Kids of Vermont



19,321 clinical services provided in FY15

Pre and Post Total Behavior Problem Scores on the Child Behavior Checklist (CBCL)



SERVICES PROVIDED

- Clinical assessment, diagnosis and evaluation
- Individual and group outpatient counseling
- Parental support and training
- Medication counseling
- Care coordination with other providers
- Referral to community supports
- Trauma recovery services
- Psychosexual evaluations

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Children are ready for school.
- Youth choose healthy behaviors.

Pine Street Counseling Services

1,419 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

Pine Street Counseling Services provides services for adults with co-occurring mental illness and substance use issues, and support for their families. Our goal is to promote wellness and recovery in all areas and through all phases of a person's life. We provide culturally competent, trauma informed care utilizing evidence-based individual and group therapies, case management, and psychiatric services. Through our strength based focus, we encourage self-care, social connection, and autonomy.

PERFORMANCE MEASURES

HOW MUCH

- **1,419 unique clients** served in FY15, a 6.5% decrease from FY14.



Clients were provided **16,179 services, a 1.5% increase** from the prior year.



72% of clients were housed, 41% were employed, engaged in an educational activity, volunteering or were homemakers.

HOW WELL

- **Same day intake available.**
- **80%** said **the services they received were right for them.**
- **93%** said **staff treated them with respect.**

BETTER OFF

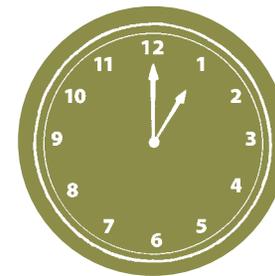
- **88%** of survey respondents said that that **the services made a difference.**



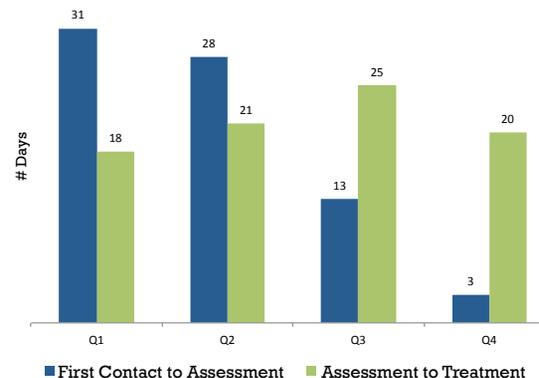
83% said that as a result of services they received, **they are better able to cope** when things go wrong.

Scorecard link: <http://app.resultsscorecard.com/Scorecard/Embed/9197>

PARTNERS: Howard Center providers, community providers



91%
said they were able
to get services at this
program when they
needed them.



SERVICES PROVIDED

- Clinical mental health and substance use assessments, diagnosis and recommendations
- Wellness promotion
- Evidenced-based individual and group therapies
 - Transitional case management
- Psychiatric consultation
 - Connection and recommendation for self-help opportunities
- DUI counseling specific for license reinstatement

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont's families are safe, nurturing, stable and supported.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.



Residential Services

Our residential services support people in many different types of living situations to accommodate individual support needs and preferences including apartment, group home, therapeutic community residence, shared living and other innovative living models.

“As a Shared Living Provider, you give so much of yourself to make a positive impact on someone’s life. However it cannot compare to what they bring to yours.”

**- Robin Barber,
Shared Living Provider**



PROGRAM:

Comprehensive Care

156 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

Howard Center's Comprehensive Care Program provides 24-hour intensive services for Vermont children, youth, and families in the community and in out-of-home settings.

PERFORMANCE MEASURES

HOW MUCH

- **47%** of clients served are **from outside Chittenden County.**

HOW WELL

- **92%** of families reported that their **children received the help they needed from the Comprehensive Care Program.**
- **92%** of families reported they were **treated with respect** by Comprehensive Care staff.

BETTER OFF

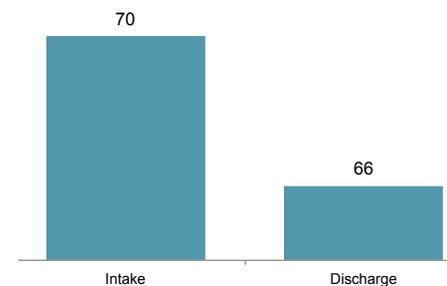
- **84%** of families reported that the services received from Comprehensive Care **made a positive difference.**
- **91%** of clients were **discharged to placement settings with less restrictive environments.**

"I am hopeful going forward."



151 admissions to residential care in FY15 (from 125 unique clients)

Pre and Post Total Behavior Problem Scores on the Child Behavior Checklist (CBCL)



SERVICES PROVIDED

- Short-term crisis stabilization
 - Residential assessment
 - Residential treatment
 - Supervised independent living
- Enhanced family treatment
 - Hourly respite, weekend respite
 - Short- or long-term foster care

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth choose healthy behaviors.
- Vermont's families are safe, nurturing, stable and supported.

PARTNERS: Chittenden County public schools, Vermont Department for Children and Families, Vermont Department of Mental Health, University of Vermont



PROGRAM:

Park Street

16 CLIENTS SUPPORTED IN FY15

PROGRAM DESCRIPTION

The Park Street Program is a community-based, residential program serving adolescent males with sexual harming behavior.

PERFORMANCE MEASURES

HOW MUCH

- **16 clients served.**
- Youth approved for Park Street were **admitted on average within 26 days** of Case Review Committee (CRC) approval.

HOW WELL



of clients and families **connected with community resources.**

of clients **received the help they needed.**

of referral agencies say **staff communicate effectively and are responsive.**

BETTER OFF



75% of discharged clients **stepped down into a community placement.**

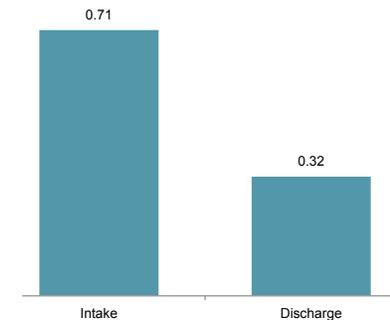


71% of clients demonstrated **reduced internalizing psychological problem symptoms** as evidenced by scores on the Brief Problem Monitor (BPM Teacher) over the course of treatment at Park Street.



100%
of clients surveyed reported the services at Park Street made a positive difference in their lives.

Risk for Sexual Offending: Scores on the Juvenile Sexual Offender Assessment Protocol II



PARTNERS: Vermont Department for Children and Families, Vermont Department of Mental Health

SERVICES PROVIDED

- Therapeutic milieu
- Support for services for re-integration into mainstream
- Parental and family support
- Trauma-informed practice
- Standardized assessment
- Psychosexual evaluation
- Group counseling
- Therapeutic recreation

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth choose healthy behaviors.
- Youth successfully transition to adulthood.

Substance Abuse Services



Our substance abuse services vary in intensity from short-term detoxification programs to long-term recovery support. They include therapeutic counseling, recovery support, and medication assisted treatment programs.

Dana Poverman, Director of Medication Assisted Treatment Programs, and Marne Stothart, Director of the Chittenden Clinic.



PROGRAM:

ACT 1

1,981 CLIENTS SUPPORTED IN FY15

SERVICES PROVIDED

- A clean, safe, and supervised setting in which to regain sobriety
- 24-hour monitoring to ensure safety through detoxification process
- Availability of one-to-one substance information and assessment
- Access to further detox stabilization available on-site
- Information and referral

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermonters are healthy.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.

PROGRAM DESCRIPTION

ACT I provides twenty-four-hour a day information, referral, screening and assessment services for individuals to determine their level of incapacitation due to alcohol. Individuals being assessed due to incapacitation are either sheltered in the ACT I Program, sent to the Correctional Center for protective custody, sent to the hospital for medical attention or released to a family member for safety.

PERFORMANCE MEASURES

HOW MUCH

- **1,981 Public Inebriate Screenings** provided in FY15, a 3% decrease from FY14

HOW WELL

- **68%** said **they were treated with respect.**
- **71%** said **they received the services that were right for them.**
- **71%** said **they received the help they needed.**

BETTER OFF

- **915, or 46%, were "lodged" at ACT 1** as opposed to being placed in jail or requiring a higher level of care.
- **66%** of those responding to the Annual ADAP Perception of Care survey said the **services they received helped them to cope.**

Link to scorecard: <http://app.resultsscorecard.com/Scorecard/Embed/9191>



68% of the 418 responding to the satisfaction survey indicated that the services provided at ACT 1 made a difference.

PARTNERS: University of Vermont Medical Center, institutions of Higher Education, United Way, Vermont Department of Health – Alcohol and Drug Abuse Programs, local law enforcement, first responders

Bridge

331 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

The Bridge Program provides short-term stabilization and social detoxification in a non-medical setting for individuals aged 12 and over who are experiencing alcohol or other drug abuse or dependence. We intervene with people at the point at which they are ready to break the cycle of addiction, and provide intense 24-hour support and stabilization. While length of stay varies, most clients move to either more or less intensive programming within three to five days.

PERFORMANCE MEASURES

HOW MUCH

- **331 were admitted** to Bridge in FY15.

HOW WELL

- 186 clients responded to survey questions about satisfaction:
 - **96%** said **they were treated with respect.**
 - **95%** said **they received the help they needed.**
 - **95%** said **they received the services that were right for them.**
- **Median wait of 4 days** from inquiry to admission into the program.

BETTER OFF

- **75%** of clients who were admitted **completed the program.**
- **66%** of those responding to the annual Perception of Care survey said **the services they received helped them to cope.**



96%
said that
participating
in the program
made a
difference.

SERVICES PROVIDED

- Individualized treatment planning and referral
 - Supportive counseling by LADC and CASAC substance abuse professionals
 - Medical oversight by a board-certified psychiatrist
 - Linkage to case management services for injection drug users
 - Clinical assessments and referrals
 - Development of continuing care plans
 - Daily community support group - free and open to the public

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermonters are healthy.
 - Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.

PARTNERS: University of Vermont Medical Center, first responders, local law enforcement



PROGRAM:

Chittenden Clinic

1,097 CLIENTS SUPPORTED IN FY15

SERVICES PROVIDED

- Outpatient medication assisted treatment with methadone, buprenorphine and naltrexone
- Counseling for substance use and mental health disorders
- Case management and care coordination
- Psychiatric consultation
- Medical care with screening for HIV, STDs, Hepatitis B and C
- Pregnancy testing and birth control education
- Hep A & B, Tdap and pneumonovax vaccine
- On-site lab

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermonters are healthy.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.

PROGRAM DESCRIPTION

The Chittenden Clinic Medication Assisted Treatment Program (HUB) provides evidenced based outpatient treatment and pharmacotherapy (methadone and buprenorphine) to individuals who are dependent on opioids. Both medication assisted treatment and medically supervised withdrawal (MSW) are provided.

PERFORMANCE MEASURES

HOW MUCH

- **1,097 clients served** in FY15, **7.5% increase** from FY14
- **203 new clients** enrolled in FY15, 211 clients were discharged in FY15

HOW WELL

- **95%** of clients felt staff **treated them with respect.**
-  **97%** of clients said they **received the services that were right for them**, and they got the help they needed.
-  **83%** of clients said they **were able to get the services when they needed.**

BETTER OFF

- After 3 months of treatment:
- **92% of urine screens were opioid negative.**
 - **89% of urine screens were cocaine negative.**
 - **97% of urine screens were benzodiazepine negative.**
 -  **81%** of clients reported that because of services **they were better able to cope** when things went wrong.

Scorecard Link: <http://app.resultsscorecard.com/PerfMeasure/Embed/97545>

PARTNERS: University of Vermont Medical Center, University of Vermont Department of Psychiatry, community medical providers who provide office based opioid treatment, Howard Center programs, other community providers



98%
of clients
reported
that services
made
a difference.

Franklin-Grand Isle Substance Abuse

887 CLIENTS SUPPORTED IN FY15



PROGRAM DESCRIPTION

Franklin Grand-Isle provides services for clients with substance use issues. Our program promotes wellness and recovery through individual and group therapies that are trauma-informed and evidence based. The providers also coordinate with a variety of medical providers and provide case management to clients.

PERFORMANCE MEASURES

HOW MUCH

- **11,950** services were provided in FY15, a **16% increase** from FY14.
- **324 clients** were lodged at the public inebriate bed, avoiding jail and unnecessary associated costs.

HOW WELL

- **92%** said that they **helped develop their treatment goals.**
- **89%** indicated that the people they saw for services were **sensitive to their cultural background.**
- **94%** said they felt they **were receiving high quality care.**

BETTER OFF

-  **41%** of the 938 people discharged from outpatient and intensive outpatient services **were rated as “improved.”** It is notable that 17% of those discharged did not have their condition rated.
- **51%** of people served by the outpatient and intensive outpatient programs **were employed, enrolled in a vocational or educational program, volunteering, or were homemakers.**

Scorecard Link: <http://app.resultsscorecard.com/Program/Embed/16035>

PARTNERS: Northwestern Medical Center, Turning Point, other community providers



97%
indicated that they were able to get services when needed, and felt that they were better able to cope when things go wrong.

SERVICES PROVIDED

- Substance abuse treatment in an outpatient environment including: intensive outpatient, individual, and group
- Coordination with medical providers
- Case management
- Two public inebriate beds

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermonters are healthy.
- Vermont’s elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.



PROGRAM:

Safe Recovery

12,577 MEMBER VISITS IN FY15

SERVICES PROVIDED

- Syringe exchange
- Prevention case management
- HIV and HCV testing
- Hepatitis A and Hepatitis B vaccination
- Prevention education for HIV, HCV and drug overdose
- Naloxone distribution and education
- Outreach to correctional facilities
- Services offered at no cost

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont's families are safe, nurturing, stable and supported.
- Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer.

PROGRAM DESCRIPTION

Safe Recovery serves people who have used or are using opiates or have injected any drug. We seek to reduce the incidence of drug-related harm, including HIV transmission, Hep C transmission, and drug overdose. All of our services are anonymous to promote access to substance abuse treatment and prevention services.

PERFORMANCE MEASURES

HOW MUCH

- **16.4% increase** in member visits from FY14.
- **408 new members** exchanging syringes in FY15.
- **1,060 Naloxone kits provided.**

HOW WELL

- There is no wait for services.
- In response to survey questions about satisfaction:
 - **100%** said **they received the help they needed.**
 - **100%** said **they received the services that were right for them.**
 - **100%** said **staff treated them with respect.**

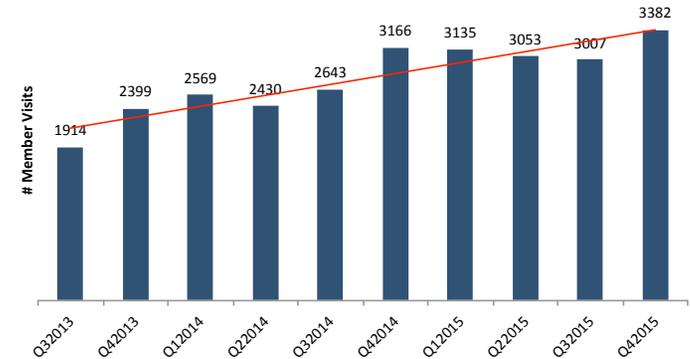
BETTER OFF

 **210,819 syringes accepted** back and safely disposed, a 14.7% decrease from the prior fiscal year.

- **100%** of clients asked said that the **services made a difference.**

Scorecard link: <http://app.resultsscorecard.com/Scorecard/Embed/9197>

PARTNERS: Howard Center providers, Vermont Department of Health, Vermont Department of Corrections, University of Vermont Department of Psychiatry, University of Vermont Medical Center, local law enforcement, first responders



197
overdose reversals
reported to Safe
Recovery in FY15.

References



The contents of this report are garnered from the following sources:

- Billing spreadsheet data & program reports
- Electronic Health Records Service Data & Program Reports
- Program Reports
- Waiver Billing data
- Developmental Disabilities Services Division Residential Survey Data
- FY2015 Satisfaction Survey Data
- Alcohol and Drug Abuse Prevention Annual Perception of Care Survey
- Program specific records
- Flint Springs and Associates
- Program laboratory results
- Achenbach System of Empirical Based Assessment Data
- Parenting Stress Index Data
- Juvenile Sexual Offender Assessment Protocol II Data
- School Records
- Internal Howard Center Referral Tracking

To request an unabridged list of references, please contact Howard Center's Director of Evaluation and Outcomes at matthewm@howardcenter.org

Notes

Notes



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“For me personally,
this program is a new
beginning. The people
here have put out the
opportunity for me to
achieve my goals.”

— Resident of Varney House, home of
Howard Center’s Northern Lights
program, a transitional supportive
home for women returning
to the community
from jail.

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