

NORTHWESTERN COUNSELING & SUPPORT SERVICES



2015 ANNUAL REPORT

PREVENTION

WELLNESS

INTEGRATION

Years of Service

Five

Christopher Bame
Sonya Brown
Richard Coon Sr.
Donna Corliss
Ashley Cosgrove
Judy Giroux
John LaBounty
Patrick Leach
Michelle Marchant-Sheldon
Casey Patunoff
Kristin Robideau
Brady Therrien
Lesley Underwood
Roger Vigneault
April Wright

Ten

Todd Bauman
Deborah Breault
Lynn Daudelin
Marie Greenia
Dan Ives
David Juckett
Erika LeClair
Michelle Moss
Kathi Muehl
Nicole Noel
Troy Parah
Julie Parker
Sarah Redfield
Helene Richard
Heather Young

Fifteen

Amy Bronson
Chad Desrochers
Michael Farrington
Michele Feiner
Laurie Hayford-Saborowski
William Lulek
Anthony Ovitt
Linda Rooney

Twenty

Patricia Greenia

Twenty Five

Pamela Hunt

*Years of service
based on calendar year
January - December 2015*

Leadership Team

Executive Director

Ted J. Mable, Ed.D.

Medical Director

Steve Sobel, M.D.

Behavioral Health Services Director

Stephen Broer, Psy.D.

Children, Youth & Family Services Director

Todd Bauman

Developmental Services Director

Kathleen Brown

Finance & Administration Director

Amy Putnam

Human Resources Director

Tony Treanor

Quality & Risk Management Director

Kim McClellan

Community Relations Director

Joe Halko

Board of Directors

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Jim McMillan, *Vice President*

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Jeff Moreau, *Secretary*

Sandy Robinson, *Member at Large*

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David Hutchinson

Sara B. Kittell

David MacCallum

Angela Poirier

Jeremy Read

Jim Tomlinson

Anjanette Watson

Standing Committees

Behavioral Health Services

James Tomlinson, *Chair*

Tracy Abbott

Lisa Briggs

Steve Broer

Sue Demar

Malina Gonnella

Raymond Halstead

Evelyn Lavallee

Keith Martell

Ronnee Mauro

Geoff McLam

Dustan Metcalf

Julie Parker

Samantha Sweet

John Thibert

Children, Youth & Family Services

Nina Ward, *Chair*

Todd Bauman

Elaine Carpenter

Jodi Fontaine

Jodi Frei

Gillian Ireland

Developmental Services

Ken Gagne, *Chair*

Syd Boyd

Mike Firkey

Jonathan Fitzgerald

Randy Lizotte

Corey Savage

Nancy Taylor



NCSS Fiscal Year 2015: July 1, 2014 through June 30, 2015.

PREVENTION • WELLNESS INTEGRATION

2015 Annual Report

Dear Friend,

Prevention • Wellness • Integration...

three words that exemplify the diverse high quality services that our staff strive to achieve with the individuals and families that we serve. They aim to make a difference in peoples' lives while embodying the NCSS core values of Safety, Responsiveness, Compassion, and Integrity. During Fiscal Year 2015 numerous initiatives that relate to changes in access and delivering high quality services that promote healthy living and emotional well-being have either been implemented or moved forward which will result in a more integrated health care model in caring for the residents of Franklin and Grand Isle Counties.

Over the years as the needs of the community have changed so too have the programs and services that we make available to assist children, adolescents, adults, families and seniors. Vermont's model of providing mental health services in the community continues to expand in an effort to treat people before their mental health problems become a crisis. As an example, NCSS has introduced Enhanced Crisis Stabilization Services with a mobile outreach team which includes nursing and liaison to police and probation and parole. In addition, we've played a key role in assisting Northwestern Medical Center in reducing Emergency Department utilization.

Our collaborative partnership integrating behavioral health services within the Northern Tier Center for Health (NOTCH) locations throughout Franklin and Grand Isle Counties along with the NOTCH serving primary care needs at NCSS, plus the continued implementation of the Blueprint for Health, through the Integrated Health Team, offers NCSS the opportunity to more closely align our services into Primary Care Providers practices.

NCSS continues to be a leader among the designated mental health agencies in Vermont through enhancements of the Electronic Medical Record (EMR); being a trauma informed care organization; and providing numerous trainings including Mental Health First Aid, Youth Mental Health First Aid, Suicide Prevention and Postvention, and Grand Rounds in an effort to ensure that we offer residents the highest quality services.

As you browse through the pages of this 2015 annual report you'll discover much of what make us proud to serve this community.

Our commitment to quality is a direct result of our dedicated staff, our passion for collaboration, and our belief in the importance of education and training. These efforts are exemplified by the fact that NCSS is recognized with the highest level of accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF).

In closing, we want to also express our appreciation to the towns, companies and individuals for your continued support of NCSS. Support comes in a variety of forms ranging from annual allocations, grants, contracts, sponsorships and financial contributions. This ongoing teamwork makes a difference as NCSS focuses on **Prevention • Wellness • Integration** to assist individuals and families throughout Franklin and Grand Isle Counties.

Sincerely,

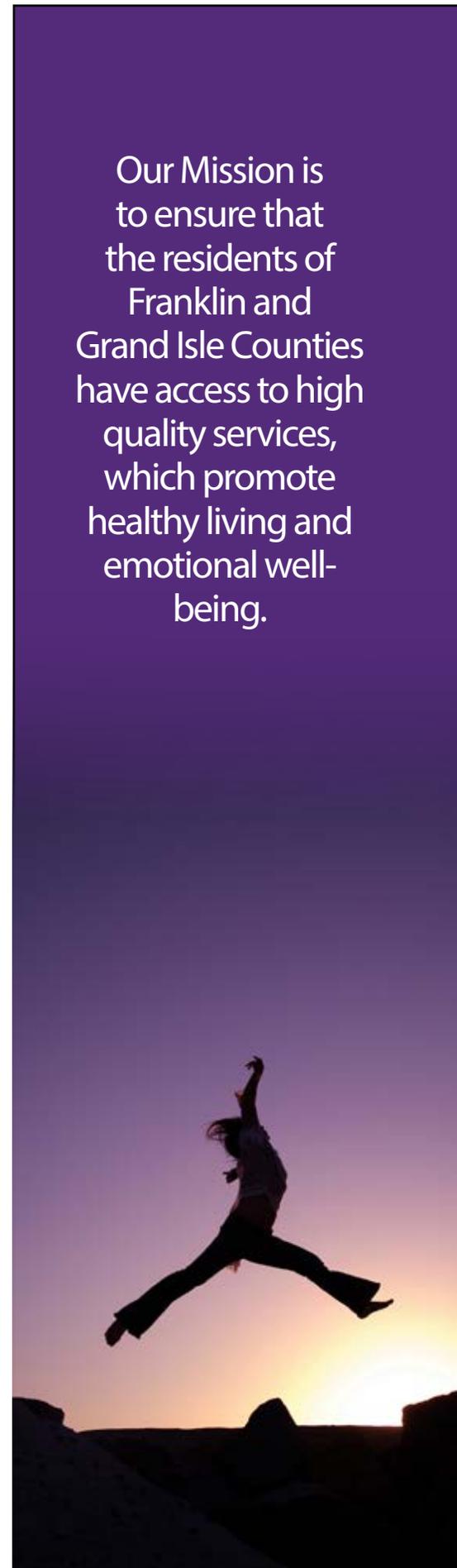


Jesse Bugbee
President, NCSS Board of Directors



Ted J. Mable, Ed.D.
NCSS Executive Director

Our Mission is to ensure that the residents of Franklin and Grand Isle Counties have access to high quality services, which promote healthy living and emotional well-being.





NCSS SERVICES NOW PROVIDED AT THE HISTORIC ST. ALBANS HOUSE

RIBBON CUTTING CEREMONY & OPEN HOUSE OFFICIALLY MARKS MOVE TO LAKE STREET

September 29th, 2014 marked the official move of the NCSS Family and Community Support Services and Adolescent Services teams to the historic St. Albans House at 60 Lake Street. The location is ideal for collaboration with various State departments which will be located in the new office building located only a block away. Also, NCSS is proud to be a part of the rejuvenation of St. Albans.

With guests and staff lining the sidewalk on Lake Street the open house began with a ceremony featuring remarks by the following speakers on the front porch.

- **Todd Bauman**, NCSS Director of Children, Youth & Family Services division
- **Kristin Prior**, Field Services Director, Agency of Human Services
- **Ted J. Mable**, Ed.D., NCSS Executive Director
- **Liz Gamache**, Mayor, City of St. Albans

Ted Mable welcomed everyone and spoke about how ideal the location is for the services that are being provided by the teams located inside. He also noted, "I really wanted to be supportive in some small way of the City in their renovations of downtown."

Mayor Liz Gamache stated, "The City of St. Albans is pleased to welcome NCSS to our downtown. We share a common interest in promoting the well-being of our community and having NCSS provide support to adolescents and families in the heart of our downtown is a natural fit. From the City's efforts to develop our local economy to NCSS's work to provide mental health support services, we look forward to building a stronger and healthier St. Albans."

Kristin Prior's comments were centered around hope and how many of the services offered can make a difference for people dealing with difficult circumstances. She also remarked, "I have great hope for the continued collaboration between NCSS and all of the AHS departments since we are in closer



proximity. We have a great partnership in serving our community.”

In closing, Todd Bauman talked about the significance of the move to the St. Albans House. He said, “Having an active and vibrant St. Albans House is good for our downtown business community. Having NCSS services within the St. Albans House is great for children and families. Creating a stronger community is a core value of NCSS... It’s what we are all about. We are excited to offer services out of our new space.”

Following the remarks the speakers symbolically opened the location with a ribbon cutting ceremony. During the open house children and families were able to tour the facility, partake in activities, and engage with staff while enjoying food and beverages.

The entire event was recorded and produced as a television episode of **NCSS Here for You** that included interviews with...

Danielle Lindley, NCSS Parent Child Center Program Manager, who spoke about the seamless link to other services offered by NCSS at other locations.

Mary Stanley, Family and Community Support Services Team Leader, discussed child care referrals and assistance with subsidy applications.

Kayla Tatro, Adolescent Services Team Leader, talked about the system of care and ease of access to mental health and substance abuse support plus, transitional needs.

The episode aired during October 2014 on Northwest Access TV, Channel 15 and is available on NCSS’ YouTube Channel to view 24 hours a day.

Here’s an overview of the services that NCSS is providing at the St. Albans House location.

ADOLESCENT SERVICES

NCSS provides an adolescent system of care that blends Mental Health and Substance Abuse Services offering seamless, integrated treatment to the communities we serve. Along with individualized service plans, Adolescent Services provides the following interventions:

Drug and Alcohol Treatment Services For Youth 12-18: Includes comprehensive evaluation, referral and clinical substance abuse and behavioral health treatments for youth who are experiencing concerns with psychoactive substances. NCSS serves as the treatment provider for the Franklin County Juvenile Treatment Court and also has established relationships with some area high schools, embedding substance abuse clinicians within the school setting.

Transitional Case Management Services For Youth 16-21: Includes community-based supports from the JOBS (Jump



Board For Success) and Transitional Living Program to assist youth with successful transition to adulthood. Services range from support with finishing their education; career counseling; individual job placement; managing money; getting an apartment; advocacy and connection with area resources; problem solving, positive coping and social skills training.

Group-Based Supports: Includes opportunities with the Youth In Transition Program to participate in a diverse youth leadership team which plans and hosts events geared toward youth voice, developing leadership skills, and forging closer relationships between youth and their communities. Other group opportunities such as participation in curriculum related to healthy relationships and sexuality are held throughout the year.

FAMILY AND COMMUNITY SUPPORT SERVICES

Family and Community Support Services provide a variety of programs that support and assist families, child care providers, and community members. Services include the Child Care Financial Assistance Program, Child and Adult Care Food Program, Professional Development Resources, Child Care Referral Program, Provider Group Leader Support (Starting Points), CIS Child Care Coordinator, Specialized Child Care, and Reach Up.

Family and Community Support Services also offers a Car Seat Fitting Station, which provides education to families and the community around correct usage of car seats and seat belts to protect vehicle passengers. At the fitting station, families can have their car seats checked at no cost and purchase new seats as appropriate at income eligible prices.

NCSS Here for You 2014 People’s Choice Award Winner

On October 6, 2014 NCSS was honored at the Northwest Access TV Producer’s Awards Ceremony as our monthly television show **NCSS Here for You** received the People’s Choice Award.





Awards & Recognition

STEVE MUNROE, VOLUNTEER CHILD PASSENGER SAFETY TECHNICIAN OF THE YEAR

Michelle Trayah, Child Care Resource Development Specialist who manages the Franklin County Car Seat Fitting Station Program is pleased to announce that her nomination of Steve Munroe who volunteers at the Fitting Station has been awarded Volunteer Child Passenger Safety Technician of the Year. Steve along with the other winners were honored at the Statehouse on September 15, 2014 by the Governor at the Start of Child Passenger Safety Week. Steve Munroe works for the Ready to Go Program through Good News Garage.

PATRIOT AWARD RECEIVED FOR EMPLOYER SUPPORT OF THE GUARD AND RESERVE

Troy Parah and NCSS honored

On October 1, 2014 Troy Parah and NCSS were recognized for the support given while Lucas Zitterkopf worked as an NCSS Crisis Bed Support staff member. Lucas nominated Troy for being a great supervisor and for his cooperation and understanding in regards to Lucas' past military obligations. The Patriot Award recognizes employers for their support while members of the Guard or Reserve, who serve voluntarily, respond to our community and country in time of need.

COLLABORATION ON A WORLD-WIDE LEVEL

NCSS assists Japan on evidence-based supported employment model

During October 2014, Yusuke Murakami from Yokohama, Japan and his translator, Eri Kuno, visited NCSS to learn more about evidence-based supported employment by observing the Community Rehabilitation and Treatment employment team meeting and interviewing the employment staff about their work. Mr. Murakami found this visit to be very helpful as a way to learn more about evidence-based supported employment and to further his goal of assisting with the implementation of this model across Japan.

NCSS was one of only two Designated Agencies that were chosen for Mr. Murakami to visit while in Vermont.

NCSS RECEIVES NATIONAL ACCREDITATION

By Meredith Lusk, Northwestern Counseling & Support Services, Freelance Writer's Group member

NCSS was recently awarded its fifth consecutive three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities, also known as CARF. This official recognition demonstrates that NCSS and its programs meet CARF's rigorous, field-driven standards that have been developed and cultured—with the input of providers, consumers, and industry experts—over the past 40 years.

CARF, founded in 1966, is an independent, nonprofit accrediting organization that seeks to promote and maintain current standards among health and human service programs. CARF recently surveyed the following programs at NCSS: Case Management/ Services Coordination; Crisis Intervention: Mental Health for adults, children and adolescents; Day Treatment: Mental Health for children and adolescents; Community Employment Services: Employment supports and job development. No matter which programs are surveyed in any given review, CARF always assesses leadership, governance, and general operations.

The accreditation process begins with a service provider's commitment to improvement and continues with the program's comprehensive self-evaluation of adherence to CARF values. Once this internal review is completed and a service provider has conformed to the CARF standards, a request is submitted for an on-site survey. During the on-site review, which for NCSS took place over three days, the CARF team evaluates documentation, program standards, clients' access to services, service coordination, quality of leadership, job development, and more. CARF surveyors conduct interviews with staff, as well as clients and their families.

CARF produces a written report of the service provider's strengths, its level of conformance to the standards, and the areas that need improvement. As part of the accreditation process, it is established that service providers will work to enhance the program based on CARF's recommendations; a Quality Improvement Plan is submitted that addresses how improvements will be carried out. CARF has 2,500 standards; when the surveyors were here at NCSS, they reviewed 1,619 standards. Out of that, NCSS was given only 13 minor recommendations, none of which were program related. "The organization has made a genuine commitment to the CARF process," the survey reads. "The organization's personnel are open and willing to learn and receive feedback for improving services in the spirit of quality improvement. It is a learning organization." During the three-year accreditation period, there is an on-going relationship with CARF; members continue to consult with CARF and provide updates regarding current conformance to standards.

Kathy Smith, Administrative Surveyor, and Debbie Sirk, Program Surveyor, conducted this year's accreditation review of NCSS. Smith and Sirk feel that NCSS staff, across the board, genuinely cares about the quality of their services and about respecting the dignity and rights of their clients. NCSS employees—from reception and management to administration—were acknowledged for their enthusiasm and dedication to meeting the individual needs of clients in a professional manner. "I think it is very important for a community to have assurance that their health care services are performing at the highest standard, both at a state and a national level," says Ted Mable, Executive Director of NCSS. "A national CARF designation does that for NCSS."

CARF assesses a provider's services based on myriad criteria; for example, they seek evidence that a provider gathers input from clients and other stakeholders. By assembling ideas and information from several, separate sources, an organization's services are more



tailored to the community's needs. CARF wants to see that NCSS communicates with employees, clients, and referring agencies to gather their thoughts about services, needs, and overall program advancement. The CARF review team also looks for evidence that the leadership responds to information collected and that they use the information to make real changes. "It is very evident from documentation and brochures that staff takes it to heart how they can better serve clients. [They] seem to be doing that every day—looking for ways that [they] can improve," says Smith.

As a way to promote understanding and improve the overall delivery of services, the agency offers the Grand Rounds Brown Bag Lunch, a monthly training series that addresses a wide range of topics such as teen substance abuse, prescription and over-the-counter drug use, sibling and peer conflict mediation, and intergenerational patterns. The short seminars that began in spring of 2010 are taught by professionals. They are open to NCSS staff as well as the community; in fact, about 20% of the attendees are citizens of the area. The topics selected for the Grand Rounds are those that have a real and sometimes damaging effect on the well-being of the community. "The organization is extremely responsive to the needs of the community," the CARF survey stated.

CARF also assesses that program standards are client-specific based on strengths, needs, and preferences, and that the program structure and delivery are reviewed often to guarantee the best possible outcomes. In order for a provider to achieve high-quality service, program standards and plans must be evaluated and reevaluated over a client's entire span of care, not just upon the client's entrance into the program. The clients should feel that they are part of a system through which they can easily navigate, and one that will grow and change with their needs.

NCSS aims to create a sense of community in Franklin and Grand Isle Counties. One program specifically designed to facilitate this kind of connection is the JOBS Program through NCSS Adolescent Services. Smith and Sirk of CARF feel that clients in this program develop strong skills, enabling them to acquire meaningful and long-term employment. Since July 1, 2014, 61 young adults have received employment supports through Adolescent Services; 31 of those have gained employment while in the program. Vocational Rehabilitation works closely with Adolescent Services and recognizes 90 days of continuous employer-paid work as a success. Kayla Tatro, Team Leader for Adolescent Services, says, "Many young adults go on to hold their jobs beyond this milestone, but reaching this mark is a celebration of success." Since July, 20% of the young adults in



From left to right: Debbie Sirk, CARF Program Surveyor, Michael Bombard, Principal of the Soar Learning Center, and Kathy Smith, CARF Administrative Surveyor share a moment together after the Soar Learning Center receives a Perfect Score!

the program reached this goal; with 11 youth actively working and more currently seeking employment, Tatro expects to see that number increase. It is surely something to be celebrated.

Job supports look very different depending on the clients' needs and desires. Job placements vary from food service jobs, such as Subway and Burger King, to general labor and factory work, to retail positions like

Price Chopper and Wal-Mart. One client may receive assistance on his job search only, while another may have more direct support during the application process and beyond. Clients may wish to gain an understanding of work place practices and culture or of certain behaviors expected by their new employers. NCSS strives to place clients in jobs that create happiness and feed clients' strengths and skills. "Work is an opportunity for young adults to increase independence and also contribute positively to their community," says Tatro.

Adolescent Services also assists young adults in long-term employment interests, such as plumbing and electric apprenticeship programs. NCSS may support a client's desire to develop a plan for running a small business or pursuing a career as an LNA (Licensed Nursing Assistant). "Employment provides income and supports transition to adulthood, but also helps young adults feel accomplished, connected and good about themselves," says Tatro.

THE SOAR LEARNING CENTER... A PERFECT SCORE!

Though this was the fifth consecutive accreditation for NCSS, it was the second three-year accreditation for Soar Learning Center (SLC), a stand-alone day treatment program within NCSS. For both of these accreditations at SLC, the school received a perfect score, which speaks to its overall programmatic structure, quality of services delivered and staff education, to name a few. The perfect score means that CARF had no recommendations for improvement at SLC. "It is very important for us to have an independent international organization like CARF state that Soar Learning Center meets the highest quality standards for both day treatment programming and non-violent practices," says Michael Bombard, SLC's Principal.

A day treatment program is offered four or more days a week and provides a variety of therapeutic interventions that are based on clients' individual plans. A day treatment program may decrease the overall need for outside, intensive treatment, or it may act as a transitional setting between other service providers and the community. SLC provides day treatment and



educational services to 64 students in grades K-12.

Sirk and Smith feel that SLC's innovative programming enables its students to follow their dreams and hopes and put them into action. SLC's connection to the community also impressed the survey team: community clean-ups, raising money for the Big Change Roundup, and delivering Culinary Connection meals to members of the community. The CARF team conducted interviews with students at SLC and clients of NCSS; those interviewed believed that their lives had significantly improved as a result of the services in these programs.

Like any successful system, each part works independently and together; there are individual goals as well as common goals. One may not question or notice the complicated teams within natural ecosystems—a small brook or a flower-filled meadow—yet all members of the habitat rely on the others to carry out the overall system. Within an agency ecosystem, such as NCSS, each person's role must be designed, explored and maximized to ensure the quality of services provided. It really takes the whole organization to provide the best outcome for a client. Even for those whose jobs are not client-focused, or for those who may not see clients throughout their day, their work still matters a great deal to the clients and the overall climate, notes Smith.

Each student at SLC is supported by a school team comprised of a general education teacher, special educator, behavioral interventionist, and home/school coordinator; the team is also joined by the student's sending school local education agency representative (LEA), as well as any other outside providers (often NCSS case workers) that work with the student. Members of the team meet every six to eight weeks to ensure the services delivered are thoughtful, individualized and implemented in the best manner. It was stated in CARF's survey report, "There is a strong emphasis on team interaction, communication, and support across the programs and locations."

The caring nature of staff at NCSS is only part of the program's success. Another factor is the staff's relevant education and the continual training offered through the agency. At SLC, every new hire has at least a bachelor's degree in a related field, and many staff members—100% of the clinical staff—have master's degrees or higher education. Aside from individual pursuits of education, the agency encourages outside trainings through organizations like the Institute for Educational Development and the Bureau of Education and Research.

Last spring, Kristin Sopronyi, licensed psychologist and school-based clinician at SLC, attended the Vermont Dialectical Behavior Therapy Institute, an eight-day comprehensive training and learning community sponsored by the VT Cooperative for Practice Improvement and Innovation (VCPI) with support from the Vermont Department of Mental Health and Substance Abuse and Mental Health Services Administration. The training was two days a week for four weeks. "I'd already had exposure to DBT through some informal instruction, my own research,

“Soar’s program does such an excellent service that it could be expanded across the state [or on a national level].”

*Kathy Smith,
CARF Administrative Surveyor*

and some one-day trainings," Sopronyi said, "but I was looking for something more in-depth and thorough. It gave me just that, and it was a great opportunity to learn and practice the foundations of DBT, including theoretical perspectives and treatment strategies."

With this training's particular format, Sopronyi had a chance to get to know service providers within NCSS and in other agencies, enabling her to forge connections and increase awareness of what other providers are doing within the state. Sopronyi felt that she was able to use the learning community as an educational environment as well as informal supervision. "I took a lot away from the trainings that I was able to apply for my clients, both in terms of understanding them more fully and gathering tools I could use to support them," says Sopronyi.

Even now, Sopronyi's DBT learning community meets outside of the formal training setting to follow up about the material covered and support attendees in integration and trouble-shooting; with NCSS's support, Sopronyi will continue her involvement. Kathy Smith from CARF stated, "It is really nice to hear about how the agency is committed to life-long learning. People are able to advance within the organization. The leadership is truly to be commended." Sopronyi's story is just one example of how the agency supports professional development and accommodates the amount of time certain training requires.

Heather Place, Behavioral Interventionist (BI) at SLC, feels that the trainings offered compliment the work she does every day. "We are offered trainings that often enhance our pre-existing skills," she says. "We gain relevant knowledge that helps us understand our students." After participating in the Success Beyond Six Conference for BIs and taking part in a seminar about suicide prevention, she was approved to attend an extensive, two-day training on the subject that unfortunately, is all too relevant in her everyday work.

In-house trainings covering a variety of subjects are also offered frequently at SLC. For example, every SLC staff member and several from NCSS take a class called Life Space Crisis Intervention, a 40-hour class focused on creating learning moments in times of crisis for youth with self-defeating behaviors. Devin Quinlan, Intake Coordinator at SLC, is often

responsible for organizing the in-house trainings. Typically, he speaks with Bombard about ideas; he then examines trends in student referrals and determines appropriate topics for trainings. These trainings range from understanding the effects of trauma on the brain, to learning intervention strategies and laws surrounding bullying and harassment. "We try to make sure the subjects are varied," Quinlan says. "We hope that staff is well-rounded in their intervention/trauma knowledge." There are typically one or two refresher trainings so that staff can refine their techniques in different intervention styles. CARF recognized and applauded how NCSS maintains a thorough process of job development, support and training for their staff.

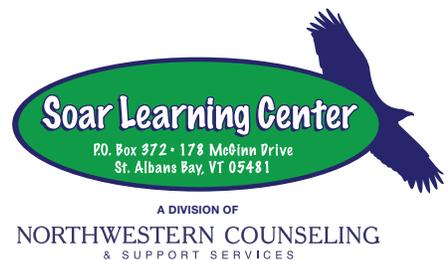
"The process was a very rigorous and objective evaluation, so to be considered an exemplary program is quite an honor," says Bombard. "It is a strong validation of the hard work and skill level of the staff. I am very proud to work with such a dedicated and talented group of professionals. Their passion and commitment to helping children and youth are on display every day, and I believe this was evident to the CARF surveyors as well."

Smith and Sirk suggested that SLC think of ways to promote their program throughout their community and state. "Soar's program does such an excellent service," stated Smith, "that it could be expanded across the state [or on a national level]." Mable says this is a real tribute to teachers and staff at Soar. "I

am especially proud to see that the Soar Learning Center has received a perfect score for six years in a row," he says. "The review committee was so taken with the school!"

NCSS and its stand-alone Soar Learning Center has made a dedicated effort over the years to adhere to CARF's internationally-recognized standards, and it will continue to improve its programs in ways that will better serve the community.

Meredith Lusk is a member of the NCSS Freelance Writer's Group exploring programs and services offered by one of the NCSS direct services divisions to the residents of Franklin and Grand Isle Counties.



FRANKLIN WEST SUPERVISORY UNION RAISES AUTISM AWARENESS

During March 2015 the FWSU provided a professional development opportunity for all paraprofessionals. The focus of the presentation was to provide staff with a greater understanding of Autism and develop practical strategies for supporting students. The training was offered through a partnership with NCSS, and was provided by Dana Postemski, MA, BCBA and Shawna Shappy, M.Ed. The learning focused on the complexity of autism, the diversity of people and families living with this disorder, and how increasing awareness and research will continue to shape outcomes.

There are four main functions of behavior that may indicate why undesirable response is occurring:

- Attention- To gain access to one's attention whether the attention is positive or negative
- Escape/Avoidance- To escape/avoid a particular activity, situation, or person
- Tangible- To gain access to tangible (items)
- Sensory- To gain access to sensory stimulation

FWSU is fortunate to have a strong community connection with NCSS and we believe that through our combined efforts, students will be successful while accessing a wide range of services through developmental diagnosis, training, educational placement, consultation in order to support our students and families.



NCSS's Dana Postemski, MA, BCBA, in foreground, and Shawna Shappy, M.Ed. share information about Autism with FWSU staff.



From March 25, 2015 post by Franklin West Supervisory Union



A Newsletter from **FINE POINTS**® Blue Cross and Blue Shield of Vermont



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www.bcbsvt.com



Above: NCSS leadership staff, from left to right: Joe Halko, Deana Chase, Steve Broer, Julie Parker and Ted Mable.

NCSS LEADS THE WAY IN AN INTEGRATED APPROACH TO HEALTH CARE

By Tim Simard

Integrated health services: it's a health care term that's gaining more and more ground these days. Fewer than 20 years ago, the idea of combining primary care health care with mental health and substance abuse counseling services under the roof of a local practice would not have been considered feasible. Many believed these types of health care should exist in completely separate forms.

But one mental health and substance abuse center in northwestern Vermont is changing all of that. Saint Albans-based Northwestern Counseling & Support Services (NCSS) is leading the way, along with its community partners, in creating an integrated model of health care—one that successfully combines primary care with mental health care. Both subjects are irrevocably combined, argues Ted Mable, executive director of NCSS.

Why not work together to improve the overall health of people throughout Franklin and Grand Isle counties?

"At the end of the day, we're all working towards the same goal—helping patients lead healthier lives. A lot of the time, it takes support from [mental health and substance abuse] social workers to be successful," Mable says.

Statewide, the fallout from untreated mental health and substance abuse issues has remained a problem. In Saint Albans and other parts of northwestern Vermont, struggles with drug addictions and opioid abuse have made local and national headlines. But as more and more practices add mental health and substance abuse social workers as key members of their teams, providers are starting to make positive impacts.

"It's great to see that some local practices have made a commitment to having full-time master's level social workers onsite. When someone's there full time, it's a completely different experience for the practice and for the patient. Just by seeing the success of the practices, I know we're making strides," says Steve Broer, Psy.D., NCSS director of behavioral health.

CREATING AN INTEGRATED APPROACH

NCSS has been helping people throughout Franklin and Grand Isles counties since 1958, with the past 16 years at its location on Fisher Pond Road adjacent to Northwestern Medical Center. Providers at NCSS were only seeing patients that either came to them directly or were referred by primary care physicians. With mental health and substance abuse struggles continuing to grow, NCSS staff knew it was time to re-invent how the local population could access services in their communities.

NCSS began engaging in integrated health almost 20 years ago, but finding the funding and space for this new approach

proved daunting. In 2012, with the state's Blueprint for Health in full swing, NCSS leaders saw an opportunity and once again proposed the idea of integration.

"It's something we really strongly believed in and wanted to do to help as many people in our area as possible," Mable says.

"We want to be the first responders of mental health in northwestern Vermont," Broer adds.

In many cases, funding was a major issue holding providers back from embracing integration. The Blueprint helped alleviate some of those concerns when it created new funding mechanisms through patient-centered medial homes and the creation of community health teams. Slowly, the acceptance of integration began to take hold.

As recently as 10 years ago, NCSS had only a small presence at clinics around northwestern Vermont. In fact, only three practices had a part-time social worker onsite as part of the Northern Tier Center For Health (NOTCH) program. Today, social workers are integrated into 74 percent of the practices in both counties, with more being added every year.

"Integration is at different levels at each practice right now. We would love to have a full-time, 40-hour-per-week social worker at each site, but we're not there yet," says Deana Chase, LICSW, social work team leader for NCSS's Blueprint Community Health Team.

MODEL INTEGRATION

While each practice that incorporates NCSS staff members operates differently, most share a common approach. If a primary care provider believes his or her patient may have underlying mental health or substance abuse problems, the doctor will refer the patient to an onsite NCSS social worker. The social worker will then screen and assess the patient and, in some cases, make a diagnosis. As a team, practice staff will discuss treatment options and care coordination.

According to Julie Parker, LCMHC, NCSS's integrated health services program manager, just having a social worker in the same building for referrals is the best key to success in helping patients. Not only is it convenient for the patient, but it goes a long way in reducing the stigma of mental health and substance abuse services. Patients are more apt to get treatment if it's from their primary care provider, she says.

"Some practices, at first, were unsure of how to bring in social workers. Full integration didn't happen right away. But once they saw the value we provided and saw the positive outcomes, that view quickly changed. That's been satisfying to watch," Parker says.

"Providers only have so much time. They want these experts in the social components of health in-house," she adds. NCSS's integrated social workers have also cross-trained entire practices in

mental health and substance abuse screening tools. In many ways, the integrated approach has been a huge learning opportunity for local providers. "Having everyone onsite know these screening tools is so important. That has gone a long way in helping patients and having our social workers be part of a successful team," Chase says. NCSS also practices what it preaches. At its Saint Albans home base, the counseling center now has primary care onsite provided to their clients by NOTCH, the federally qualified health center that serves Franklin and Grand Isle counties.

MAKING MORE STRIDES

NCSS is looking to build on its success and become even more integrated into northwestern Vermont practices, as well as become a valued resource in the local communities. This year's and next year's initiatives include a zero suicide pilot program thanks to a grant from the Center of Health and Learning and the Vermont Department of Mental Health. "We're developing new screening and treatment approaches for suicide prevention. We're training our entire integrated health team on this," says Broer.

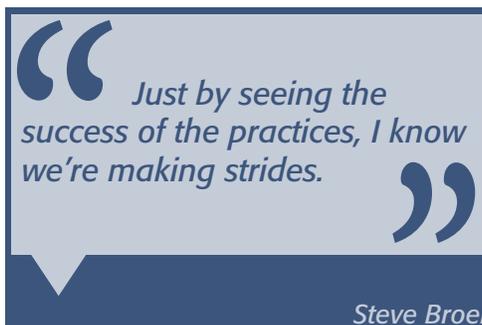
NCSS also has recently partnered with, and expanded, its integrated approach to one area that is lacking in mental health and substance abuse social workers: the Northwestern Medical Center emergency department.

"The hospital's emergency department was a missing link, which is now being addressed with favorable results," Parker says.

NCSS has taken additional steps to improve patient care when collaborating with primary care providers. For instance, the center ensures that providers have adequate resources for hiring and training staff. NCSS also makes sure providers have current information to share with the entire treatment team.

NCSS' staff have put in countless hours to make this model work for their region and they believe it's a feasible approach to practice in all of Vermont. With ongoing commitment and enthusiasm from providers across the health care continuum, and if funding remains available, NCSS leaders believe they will continue to make strides and help more and more people through the northwestern part of the state.

"We hear from providers all the time that this has transformed their practice and they would never go back to an earlier model. It's very validating to hear that," Mable says.



From the Volume 10, Issue 2, Summer 2015 edition of the Blue Cross and Blue Shield of Vermont "Fine Points" newsletter.



SOAR LEARNING CENTER CELEBRATES 5 YEARS SINCE NAME CHANGE

What originally began as a project with two students has evolved into an elementary and high school plus, a Back to School program and summer programming with enrollment ranging between 80 to 90 students.

During September 2009, as the 2009 - 2010 school year began, the name of the school transitioned from Project Soar to the Soar Learning Center, which more closely reflects the mission that the school serves throughout the year.

As a part of the NCSS Children, Youth & Family Services division, the Soar Learning Center is the second largest approved, independent school and day treatment program in Vermont.

BABIES HAVE THEIR DAY AT ST. ALBANS CITY HALL

With the theme that Babies can be E.A.S.Y! Eating, Activities, Sleeping, and You!

The NCSS Parent Child Center organized the inaugural Baby Expo! held on March 6, 2015 at St. Albans City Hall.

Besides NCSS, workshops were offered throughout the day with community partners such as the Vermont Department of Health, Northwestern Medical Center, Franklin County Home Health, and Building Bright Futures. Attendees received free giveaways and resources. There were also yoga classes and parent education on all things BABY.

The event provided parents and caregivers the opportunity to learn about the extensive network of children's services that are available locally.



NCSS BEGINS IMPLEMENTING TRAUMA INFORMED CARE MODEL

During Spring 2014 NCSS was selected by the National Council for Behavioral Health to participate in a national model for increasing the capacity of organizations to provide Trauma Informed Care.

All three service divisions (Behavioral Health, Children's & Developmental Services), Administration, and clients receiving services are actively involved in the initiative. Initial activities involved participation in a national kick-off webinar and briefing of expectations in a two day meeting. The organization offering this capacity building initiative is the National Council for Behavioral Health.

The roll-out, which began in August 2014, included the Trauma Informed Care Implementation Team conducting an organizational self-assessment plus, making a Grand Rounds presentation to NCSS staff on what is trauma, what is trauma informed care, what is NCSS doing to become a more trauma informed care organization, and ensuring that we understand and are respectful of cultural differences.

EXPECTED OUTCOMES

This year-long Learning Community is based on more than 120 organizations who have participated in three national Trauma Informed Care learning communities by the National Council in 2011, 2012, 2013.

Participants have been able to create safer environments, address staff self-care, provide trauma sensitive services, and avoid retraumatization of those they serve.

Learning Community helps to transform organizational culture through critical policy and practice changes, implement evidenced based practices, expand consumer and peer support roles, and partner with diverse human and social service agencies to provide community wide trauma awareness and training.

DID YOU KNOW...

- 66% of people in substance abuse treatment report childhood abuse or neglect.
- 70% of adults in the U.S. have experienced some type of traumatic events at least once in their lives. That's 223.4 million people.
- In public mental health settings, over 90% of clients have experienced trauma.

We need to presume that the clients we serve have a history of traumatic stress and exercise universal precautions by creating systems of care which are trauma-informed. (Hodas, 2005)



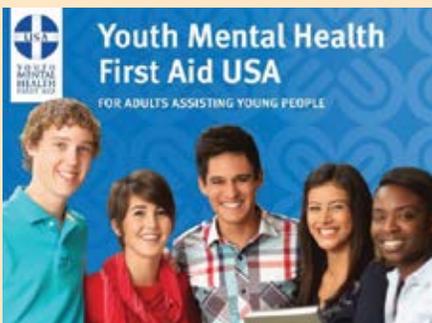
There were 18 individuals trained during the FNESU training. Among those trained were the Guidance school psychologist staff and three members of Franklin County Caring Communities. NCSS YMHFA Trainer, Lance Metayer, at far right.

YOUTH MENTAL HEALTH FIRST AID TRAINING

Mental health problems in youth are common. In fact, half of all mental health disorders show first signs before a person turns fourteen years old, and three quarters of mental health disorders begin before age twenty-four. Unfortunately, less than 20% of children and adolescents with diagnosable mental health problems receive the treatment they need.

Would you know how to recognize the signs of a mental illness in a young person? Would you know how to respond if you did? What if there was something you could do to help youth in your community?

NCSS is presenting Youth Mental Health First Aid (YMHFA) which is an 8 hour public education program that introduces adult participants to the unique risk factors and warning signs of mental health problems in adolescents. YMHFA builds understanding of the importance of early intervention, and teaches individuals how to help an adolescent in crisis or experiencing a mental health challenge.



Youth Mental Health First Aid is an interactive training using role-playing and simulations to demonstrate how to assess a mental health crisis; select

“ This training helped me with my confidence and understanding in helping young people. It extended my knowledge, gave me good solid facts and details about adolescent development and warning signs. ALGEE is more than staying on the surface of mental health. Thank you for helping me delve deeper into supporting youth. ”

*Deb Grennon,
Director, FGI Bookmobile*

interventions and provide initial help; and connect young people to professional, peer, social, and self-help care.

NCSS is presenting ongoing Youth Mental Health First Aid trainings to educators, nurses, law enforcement, foster parents, faith communities, and to community members.

Since January 2015 the following are among the trainings held to-date: Community members... human services providers... Enosburg High School students and teachers... Cold Hollow students.

To learn more contact Lance Metayer at (802) 582-8039 or Lance.Metayer@ncssinc.org



IMPROVING ACUTE CARE RESPONSE AND TREATMENT IN FRANKLIN & GRAND ISLE COUNTIES FOR SERVICE MEMBERS AND VETERANS

On October 10, 2014 NCSS hosted a meeting in partnership with the Vermont Department of Mental Health, the Veteran’s Administration, and the Vermont National Guard to discuss what is going well and ways to improve response to the needs of Service Members and Veterans. Representatives for this extended meeting included the Vermont State Police, The HowardCenter’s Substance Use Services, Veterans & Family Outreach, Vermont Veterans Services, and the UVM Medical Center. The meeting resulted in concrete steps to increase communication, improve access to acute care services, and develop steps to overcome barriers to care for Service Members and Veterans in Franklin and Grand Isle Counties.

Contact information to assist a Service Member and Veteran & their families

- Veterans Crisis Hotline (1-800-273-8255)
- Northwestern Counseling & Support Services (524-6554) (1-800-834-7793)

AWARD FOR EXCELLENCE

On May 22, 2015, Judge Arms received the David Jaques Memorial Award for Excellence in Youth Justice for her leadership with the Franklin County Juvenile Treatment Court. Judge Arms was commended for providing the leadership necessary to deliver the best treatment and outcomes possible for the youth served. Northwestern Counseling & Support Services (NCSS) provides the Case Management and Clinical services to the participants in the Juvenile Treatment Court and Department of Children and Families wrote the nomination letter for Judge Arms.

Judge Arms created trusting relationships with the youth and their families. She takes the time to give every youth individualized attention. She is able to challenge them and hold them accountable, while at the same time recognizing and celebrating their success, no matter how small.

In her acceptance remarks, Judge Arms noted, “with every single case I ask what can be done, what should be done at this moment in time to change the path for this child? I know everyone in this room asks that same question, and carries the concern, the worry and anguish for the circumstances of so many children. It is almost a cliché to say that it takes a village to broaden the path and open the opportunities for all the children we care about—but it really does take a village



Back: Stephen Von Sitas (Treatment Coordinator); Mary Gratton, NCSS; Patricia Brett, DCF; Christie Moffett, NCSS;
Front: Katelynn Page, NCSS and Judge Alison Arms

and a school and a drug court.” Judge Arms graciously acknowledged the teamwork of the Franklin juvenile drug court members.

From the Spring 2015 issue of Full Court Press, a publication of the Vermont Judiciary

BEHAVIORAL HEALTH INTEGRATED HEALTH INNOVATIONS CONTINUE

The NCSS Integrated Health initiative continues to penetrate the majority of primary care practices. We provide integrated care in areas of screening, care management, brief treatment, and wellness self-management. We're currently in nearly 80% of primary care practices throughout the region... NCSS also recently embedded a clinician in NMC's Emergency Department as part of a collaborative effort to reduce high emergency department utilization in our region... In addition, a new group for NMC Comprehensive Pain patients has begun and focuses on more effective coping with both mental health & substance use disorders.

SHARING EXPERTISE

The NCSS Integrated Health initiative was invited to speak at the statewide Blueprint for Health Advisory Committee on Mental Health & Substance Abuse during March 2015. The collaboration of NCSS with the medical community was also instrumental in being selected as one of two participating sites in Vermont in the new Zero Suicide initiative.

LEGISLATIVE TESTIMONY BY TED MABLE

On February 10, 2015, Ted Mable, NCSS Executive Director was asked to present testimony to the House Human Services Committee on our partnership with the NOTCH, as well as our work regarding integrated services. Most members of the committee were new to the legislative process and just beginning to get an introduction to the major issues as they relate to health care reform.

DEVELOPMENTAL SERVICES ACADEMY OF LEARNING

The Academy of Learning recently concluded their winter 2015 semester. Enrollment is at an all-time high and clients are enjoying the new format from the facilitators.

PEER SERVICE

Peer Services team members and self-advocates traveled to the Statehouse on February 4, 2015 and met with House Appropriations members and other Franklin County legislators. They shared their personal stories on how the impending developmental services budget cuts could gravely affect their health, safety, and wellbeing. The trip to the Statehouse was followed up on February 9th when a group of self-advocates and DS staff participated in a Statewide interactive TV meeting to speak with key members of House Appropriations.

NEXT STEP SELF ADVOCATES

Peer Services team members and Next Step peer members attended the Green Mountain Self Advocates (GMSA) first annual event. GMSA hosted the 20 year celebration of self-advocacy in Vermont. GMSA is an organization run by individuals with intellectual disabilities. NCSS is very active in many GMSA initiatives and promotes self-advocacy by supporting the local Next Step group and employing self advocates in the Developmental Services division.



KATHY BROWN NAMED DIRECTOR OF DEVELOPMENTAL SERVICES

Ted J. Mable, Ed.D., Executive Director of Northwestern Counseling & Support Services is pleased to announce the appointment of Kathleen M. Brown, MA, CRC as the new Director of Developmental Services effective August 11, 2014. Most recently Kathy served, for the past six months, as the Interim Director of the Developmental Services Division. Kathy began her NCSS career in 2006 and has served as a Team Leader and a Program Manager prior to taking the Interim position. Her NCSS experience spans many of the Developmental Services Teams including Behavioral Support, Employment Services, Traumatic Brain Injury, and Independent Living. Kathy has also been instrumental in implementing the Electronic Medical Records initiative throughout the Developmental Services Division.

She brings over 30 years' of providing high quality services to her new role. Prior to NCSS, Kathy held several management positions at Bertek, Inc. / Mylan Technologies including Sales & Marketing, Customer Service, and Quality Assurance.

Kathy also spent over three years growing a family pizza business from one to three locations while expanding into a wholesale business delivering to schools across Vermont.

Kathy received a Masters in Rehabilitation Counseling from Assumption College, and her BA from St. Michael's College with a Major in Sociology and a Psychology Minor.



MENTORS MAKING A DIFFERENCE

NCSS developed a formal Mentor Program in November 2007 with the belief that mentoring can help build and establish a relationship that will hold value and opportunity to promote accelerated learning and increased productivity. Mentors have valuable experience and skills to share that will facilitate the growth of another person. Mentors will also achieve a level of satisfaction and benefit from supporting the successes of new employees.

Mentors focus and spend time working on two core goal areas with mentees during their appointment. The two goal areas will include Alignment and Accountability. Each Division has designed an Individual Mentoring Plan to support formal and informal opportunities to meet co-workers, visit off-site locations, ask questions, set personal goals, and receive candid feedback.

Mentors are responsible for the following:

- Facilitating and transferring knowledge
- A safety net for mentees to test out ideas, and receive candid feedback
- Expand perspectives
- Role model positive behavior, lead by example
- An investment of time, build trust and relationships
- Increased communication with Team Leaders when trouble spots surface
- Inspire learning, growth, and motivation
- Work through Mentoring Plan with Mentees

CONGRATULATIONS TO ALL OF THE MENTORS THAT MADE A DIFFERENCE DURING FY2015!

Laure Allard
 Amy Anderson
 Kylie Ashton
 Tanya Bailey
 Gladys Barnes
 Riley Benway
 Danielle Bilodeau
 Liza Bourdreau
 Nicole Builta-Paradise
 Samantha Burns
 Julia Callan
 Deana Chase
 Ashley Cosgrove
 Ashley Desjardins
 Jessica Dewes
 Kelsey Dumont
 Heather Getty
 Carrie Hatch
 Amy Irish
 Dan Ives
 Kaydeen Juairé

Trisha Ketchum
 Nikoa Kmetz-Derr
 Dawn LaBarge
 John LaBounty
 Kattie Lafontaine
 John LeBlanc
 Meg Lewellen
 Amanda Lobb
 Ethan Longley
 Katie Mable
 Julie Marcy
 Megan Mayo
 Cara Moorby
 Kristine Morris
 Lindsey Morris
 Bernadette Myers
 Troy Parah
 Julie Parker
 Holly Perry
 Joseph Phenix
 Justin Philie

Matt Picard
 Holly Reed
 Amber Schaeffler
 Colleen Sears
 Megan Shedaker
 Mary Stanley
 Jenna Sullivan
 Meghan Swan
 Meghan Sweeney
 Sam Thomas
 Lee Trombley
 Susan Trombley
 Marya Vincent
 April Wright
 Doug Yeatman



NCSS AND VITL DEDICATED TO IMPROVING PATIENT OUTCOMES

Burlington, VT - Successful behavioral and mental health treatment relies on understanding the status of a patient's physical health as well. In order to make more informed decisions about patient care, Northwestern Counseling & Support Services, Inc. (NCSS) Behavioral Health Division recently joined 1000 other Vermont providers who utilize a secure portal to access their patients' health information. The provider portal, known as VITLAccess, was developed by Vermont Information Technology Leaders, Inc., (VITL) the legislatively-designated operator of the Vermont Health Information Exchange (VHIE).

NCSS recently trained their behavioral health staff to use the VITLAccess portal. Now with their patient's consent psychiatrists, nursing and crisis staff at NCSS can view more complete medical histories that include laboratory test results, medications, radiology results, immunizations and pathology reports.

Steven Sobel, M.D. and medical director at NCSS said "There is an intricate relationship between our physical health and our mental health. Having more information about a patient's past treatments often provides me with information that will help me better understand their current situation." It is important to note that NCSS is not providing any mental health data about their patients to the VHIE but is utilizing the exchange to more quickly gain access to information that used to be sent by fax machine. "Not having to wait for information from a patient's primary care physician frees me up to focus on the current issues facing my patient."

VITL's President and Chief Executive Officer John K. Evans stated "VITL is pleased that providers from so many different care settings are taking advantage of the VHIE. VITLAccess is being used by over 1000 providers at hospitals and hospital owned medical practices, federally qualified health centers, private primary and specialty care offices, nursing homes, physical therapists, chiropractors, and home health care organizations."

Support for the provider portal from health care consumers has been strong as well. More than 20,000 Vermonters (96 percent of those asked) have given their consent for providers to access their information in the VHIE. Evans continued, "On average, we see providers looking at more than six pieces of information for each patient. This includes national medication history as well as lab results and transcribed test results from hospitals and commercial labs across the state."

Ted Mable, executive director at NCSS said "It is important for our providers, as part of the care community for our patients,

to have access to as much relevant information as possible." VITL continues to roll out VITLAccess to authorized health care providers around the state and remains committed to a future where health information is secure and readily available when and where clinicians need it, so they can make the best decisions possible for their patients.

Vermont Information Technology Leaders, Inc. (VITL) is a nonprofit organization that assists Vermont health care providers with adopting and using health information technology, to improve the quality of care delivery, to enhance patient safety and to reduce the cost of care. VITL is legislatively designated to operate the health information exchange (HIE) for Vermont, and is governed by a collaborative group of stakeholders including health plans, hospitals, physicians, other health care providers, state government, employers, and consumers. For more information, please visit www.vitl.net

Published in the VT Health Information Technology VITL newsletter released on May 28, 2015

PREVENTION... WELLNESS POPULATION HEALTH

NCSS' Parent Child Center's and FGI Building Bright Futures collaborate to improve the lives of families with children under the age of six. Together the goal is to assure that children are healthy and successful by improving the quality, affordability, and accessibility of early health care and education services.

Programming addresses the areas of prevention, wellness, and population health. Here's a sampling of some recent programming that's been offered through the NCSS Family Center.



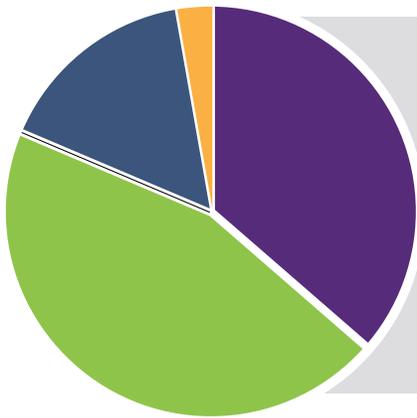


we're here for you

FINANCIAL DATA

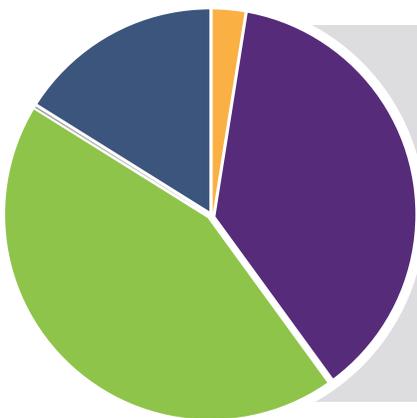
Budgeted agency revenue and expenses

JULY 1, 2014 - JUNE 30, 2015



BUDGETED REVENUE

Children, Youth & Family Services	\$16,062,179	45.04%
Administration	\$1,637	0.00%
Behavioral Health Services	\$5,625,570	15.77%
Crisis Services	\$924,909	2.59%
Developmental Services	\$13,047,993	36.59%
TOTAL	\$35,662,288	100.00%



BUDGETED EXPENSES

Children, Youth & Family Services	\$15,535,655	42.72%
Administration	\$57	0.00%
Behavioral Health Services	\$5,711,837	16.07%
Crisis Services	\$935,681	2.63%
Developmental Services	\$13,350,026	37.57%
TOTAL	\$35,533,255	100.00%

Sample of Services Provided by NCSS

BEHAVIORIAL HEALTH SERVICES PSYCHIATRIC EVALUATION & CONSULTATIONS TO ALL THREE SERVICE DIVISIONS AND COMMUNITY HEALTH PROVIDERS

CRISIS SERVICES

- 24 Hour Emergency and Crisis Stabilization
- Adult Crisis Bed Program
- Mobile Outreach Team

OUTPATIENT COUNSELING FOR CHILDREN, ADOLESCENTS AND ADULTS

- Individual, Couples and Family Counseling
- Dialectical Behavior Therapy Program for Teens and Adults
- Elder Outreach Services
- Integrated Health Services
 - NOTCH Health Clinic at NCSS Main Office
 - Social Workers at all NOTCH practices
 - Providers in 80% of primary care practices through Blueprint for Health

COMMUNITY REHABILITATION AND TREATMENT (CRT) SERVICES

- Recovery and Peer Support
- Therapeutic Residence and Transitional Housing
 - Supported Independent Living Program
 - Community Recovery Program
- Community Support Team
- Intensive Case Management Team
- Employment Services Team
- Co-occurring Services (Mental Health and Substance Use)

CHILDREN, YOUTH & FAMILY SERVICES

FAMILY AND HOME-BASED SERVICES

- Family Assessment and Support
- Intensive Family-Based Services
- Parent Education Program

SCHOOL-BASED SERVICES

- Collaborative Achievement Team (CAT Program)
- School-Based Autism Program
- School-Based Clinician Program

COMMUNITY-BASED SERVICES

- Respite
- Therapeutic Case Management

ADOLESCENT SERVICES

- Substance Abuse Assessment & Treatment
- Transitional Living Program
- Adolescent Treatment Court
- JOBS Program
- Youth in Transition Program

SOAR LEARNING CENTER

- Alternative Education and Day Treatment Program

PARENT CHILD CENTER SERVICES

- Early Intervention Services including Developmental Screening
- Children's Integrated Services
- Early Childhood and Family Mental Health Services
- Family and Childcare Support Services
- Alburgh Parent Child Center
- Reach-Up
- Learning Together
- Family Support

DEVELOPMENTAL SERVICES

- Children & Family Services
- Alternative Education Program
- Adult Services, including Life Skill Classes and Continuing Education
- Seniors Services
- Employment Services
- Residential and Support Services
- Unique Adaptive Music and Arts (*Program for Adaptive & Expressive Arts - PAEA*)
- 24 Hour Crisis Services
- Camp Rainbow
- Deaf and Hard of Hearing Services
- American Sign Language (ASL) Instruction
- Traumatic Brain Injury Program (TBI)
- Emergency Respite Services
- Offender Program
- Dialectical Behavior Therapy Support Team
- Clinical Counseling & Support Team
- Academy of Learning
- Professional Peer Advocacy Services
- Peer Self Advocate Program
- Learning for Living Program
- Specialized Case Management Services
- Core Transition Team Planning - Moving from children's to adult services seamlessly

we're here for you

Our Office Locations

Main Office

107 Fisher Pond Road
St. Albans, VT 05478
(802) 524-6554

The Family Center

130 Fisher Pond Road
St. Albans, VT 05478
(802) 524-6554

Academy of Learning

27 Lower Newton Street
St. Albans, VT 05478
(802) 782-8694

Soar Learning Center

178 McGinn Drive
St. Albans Bay, VT 05481
(802) 527-7514

Bay View

6 Home Health Circle
St. Albans, VT 05478
(802) 524-5863

Satellite Location in NOTCH Building

8 Industrial Park Road
Alburgh, VT 05440
(802) 393-6591

Residential Site

22 Upper Welden Street
St. Albans, VT 05478
(802) 524-0568

Join us online



Residential Site

174 North Main Street
St. Albans, VT 05478
(802) 524-2421

learn more about
our services at
www.ncssinc.org



Serving Franklin & Grand Isle Counties

For copies of this Annual Report, please call NCSS Community Relations,
524-6555 ext. 6414. You may also request a detailed financial report.

NORTHWESTERN COUNSELING & SUPPORT SERVICES

a great place to work,
a great place to receive care.

Proud to be a partner with these outstanding organizations



Franklin-Grand Isle
United Way



NCSS is recognized with the highest level of
accreditation from the Commission on
Accreditation of Rehabilitation Facilities

