

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 Director/CFO

Tim Gallagan

Human Resources Director

Tony Treanor (Jul-Dec) Stacey Remillard (Jan-June)

Operations Director/COO

Kim McClellan

Community Relations Director

Joe Halko

BOARD OF DIRECTORS

Jesse Bugbee, President Carl Rosenquist, Vice President Dan Thompson, Treasurer Jeff Moreau, Secretary Angela Poirier, Member at Large Elaine Carpenter Betty Charron Ken Gagne Rob Hirss David Hutchinson Sara B. Kittell David MacCallum Jason Minor Jeremy Read Jim Tomlinson* Anjanette Watson

STANDING COMMITTEES

Behavioral Health Services

Jim Tomlinson, Chair*
Anjanette Watson, Chair
Lisa Briggs
Steve Broer
Malina Gonnella
Raymond Halstead
Evelyn Lavallee
Keith Martell
Geoff McLam
Dustin Metcalf
Julie Parker
Linda Rollo
Samantha Sweet

Children, Youth & Family Services

Nina Ward, Chair Todd Bauman Elaine Carpenter Jodi Fontaine Jodi Frei Gillian Ireland

Developmental Services

Randy Lizotte, Chair Amy Anderson Keegan Ayers Sadie Barnes Amanda Bianchi Kathy Brown Alex Casavant Jeremy Chaim Nancy Coles Rachel Costas Renee Dennis Kelly Derway Jon Fitzgerald Jessica Gingras Ashley Hayden Mikayla Maskel Patrick McLeod Heather Raymond Cory Savage Stacey Steady Nancy Taylor Owen Voss James Williams

YEARS OF SERVICE MILESTONES 550 total years of service

5 YEARS

Nicole Adams Amy Anderson Christopher Antaya Tanya Bailey Riley Benway Kasondra Blair Deana Chase Geoffrey Comstock Leah Curren Kelsey Dumont Stephen Farrow Jennifer Gabriel Robin Galbraith Carrie Greenwood Marinda Ingerson Karen Johnson-Phenix Earl Katon Lisa Langlois Ashley Lavigne Tara Lawyer Margaret Maley Patrick McLeod Michael McWatters Brenda Menard Bernadette Myers Courtney Norris Scott Ovitt Holly Perry Joseph Phenix

15 YEARS

Mary Gratton
Thomas Guilbault
Brianne Heyer
Tric Rogati
Anthony Stevens
Michael Tuttle
Amber Unwin

20 YEARS

Cindy Boren Beatrice Corwell Connie Scott

25 YEARS

Kathleen Berard-Brown Oliver Quayle

Years of service based on calendar year January -December 2017

10 YEARS

Meghan Swan

Joshua Tuck

Theresa Bigelow Lisa Briggs Lucas Clark Katherine Goodrich Matthew Hogan Kenneth Jacobs Kattie Lafontaine Lori Lamos Michael Lebel Melissa Machia Danielle Lindlev-Mitchell Andrea Pariseau Dana Postemski Kayla Tatro Lee Trombley Tiffany Trombley Adrian Webb James Williams

^{*}Deceased March 19, 2017

WE'RE HERE YOU WITH AN ARRAY OF SPECIALTY SERVICES

2017 Annual Report

Dear Friend,

The way we think about Health Care is changing. Historically, a sick person would seek medical attention in response to an illness. The Doctor would then diagnosis the illness and establish a treatment plan to alleviate symptoms and help the person to regain their health. Today, our system of care is taking a more proactive approach to health. We are now developing models of care to help keep people well.

NCSS is uniquely positioned to excel within this new health care environment. As the Community Mental Health Center, the Parent Child Center, and the Preferred Provider for adolescent substance abuse treatment, we have an opportunity to be innovative leaders and promote health within our community. Through strong partnerships, we have developed innovative models that specialize in providing care to help assure wellness for the individual, family, and community.

Over the past year, in collaboration with our community partners, NCSS services are woven into the fabric of our community. NCSS staff is integrated into our health care delivery structures through partnerships with the NOTCH and NMC. Through partnerships with Local and State Law Enforcement, we are providing needed care to individuals at a time of elevated risk. Our longstanding collaboration with schools are allowing at risk students to access an education and graduate. And, our home and community based programming is giving people the support they need to live, work, play, and succeed, right here in our own community.

We were recently invited to present to a Federal Team who was visiting Vermont to learn about our community approach to integrated care. They chose our region because of our collaborative spirit and proven track record of results. After the presentation, they stated:

"Many people think health care's most innovative solutions will come from our larger cities. But after seeing what you are doing here in Vermont, it's clear that our rural communities are leading the way."

Our NCSS Team is talented, dedicated, and compassionate. Our community is stronger because of NCSS. We are making a difference in people's lives.

Sincerely,

Jesse Bugbee

President, NCSS Board of Directors

Sodd P. B

Todd Bauman NCSS Executive Director

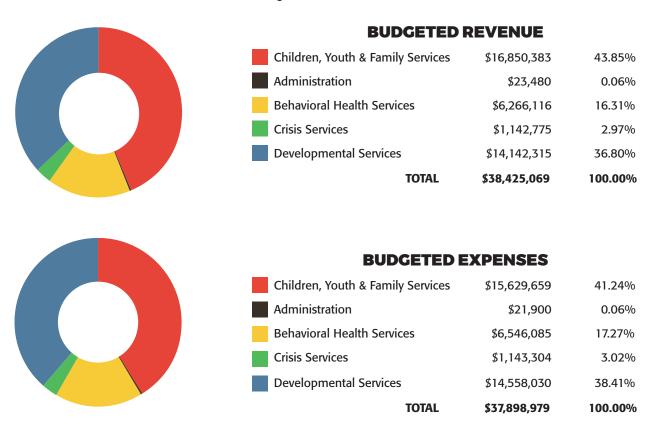
Our Mission is to ensure that the residents of Franklin and Grand Isle Counties have access to high quality services, which promote healthy living and emotional well-being.





FINANCIAL DATA

Budgeted agency revenue and expenses July 1, 2016 - June 30, 2017



SAMPLE OF SERVICES PROVIDED BY NCSS

BEHAVIORAL HEALTH SERVICES

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

CRISIS SERVICES

- 24 Hour Emergency and Crisis Stabilization
- Bay View Crisis Care Center
 - Adult Crisis Beds
 - Leadership by CRT Services
- Mobile Outreach Team
 - Core Team
 - Crisis Integration Specialist at NMC Emergency Department
 - Crisis Integration Specialist at Law Enforcement Agencies

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
 - Providers in all NOTCH Practices
 - Providers in 100% of Patient Centered Medical Homes (PCP Practices)

CHILDREN, YOUTH & FAMILY SERVICES

FAMILY AND HOME-BASED SERVICES

- Family Assessment and Support
- Support Services
- · Applied Behavior Services

SCHOOL-BASED SERVICES

- Collaborative Achievement Team (CAT Program)
- School-Based Autism Program
- School-Based Clinician Program
- · School-Based Behavior Consultation
- Truancy Specialist

COMMUNITY-BASED SERVICES

- Respite
- Community Support Services
- Skill Building/Support Groups

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

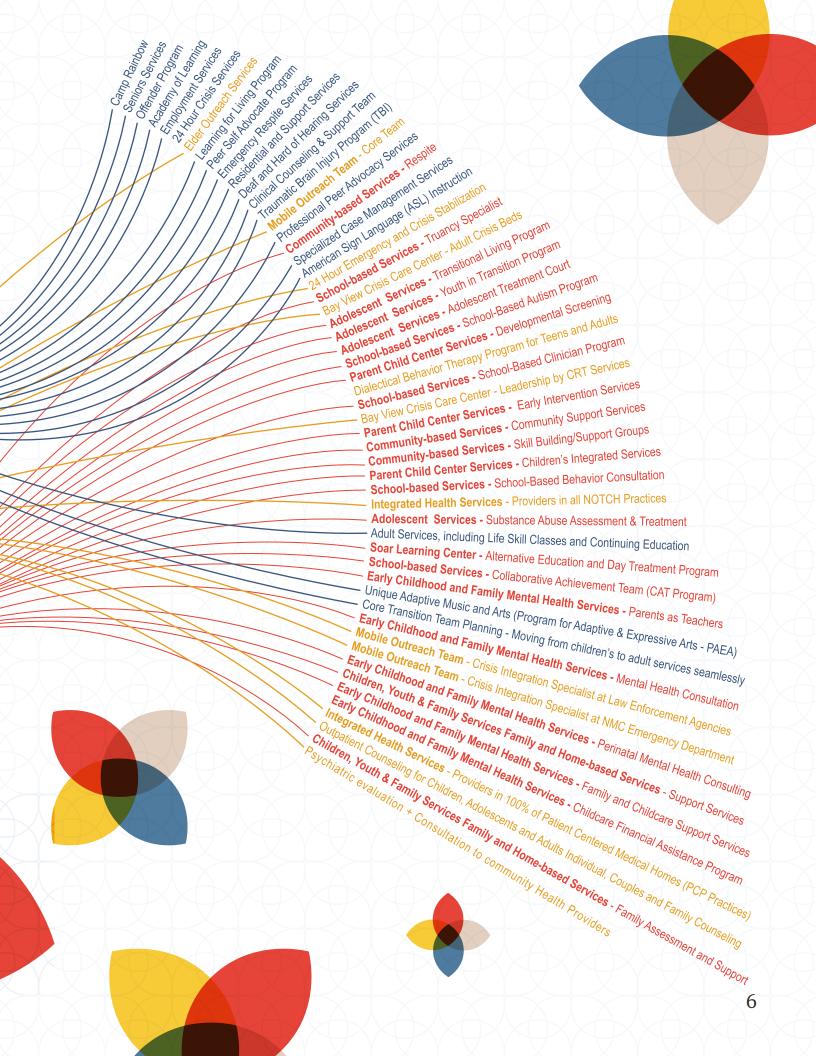
PARENT CHILD CENTER SERVICES

- Early Intervention Services including Developmental Screening
- Children's Integrated Services
- Early Childhood and Family Mental Health Services
- Family and Childcare Support Services
- Mental Health Consultation
- Parents as Teachers
- Perinatal Mental Health Counseling
- Childcare Financial Assistance Program

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





WHAT THEY'RE SAYING ABOUT NCSS...

Comments from FY2017 Client Satisfaction Survey:

Dr. Steve Cha. Center for Medicare & Medicaid Innovation. during a Federal Program Site Visit at NCSS:

"Many people think health care's most innovative solutions will come from our larger cities. But after seeing what you are doing here in Vermont, it's clear that our rural communities are leading the way."

"I am very happy with the staff and counselors at NCSS. I would highly recommend services to others."

"Your prof services ha provided r ability to e a better lif

"We had a great experience and are so impressed and pleased with the results of the service. Thank you for everything!!"

"Stay awes Never char

"I appreciate all that NCSS has been doing for me. **Everyone has been** very supportive."

"The staff at NCSS are very nice, very helpful and are patient. I would recommend them to family and friends."



"After our was put in program h improved: we cannot all enough you!! Than

"NCSS has made a huge impact on my quality of life. Thank you."

"Staff was very respectful and welcoming."

"NCSS is like our family. Our son would not be in a better mindset & life without the wrap around care from NCSS. Thank you!!"

"We had a experienc are so imp and please the results service. Tl for everytl



"Everyone is knowledgeable about services and what to expect for the future."



"NCSS is ve responsive have need essional ave ne with experience e."

"Everyone is so great and friendly. I love NCSS and what they have done to help my daughter!"

"This place has made me a functional member of society."

"Having NCSS available in the school has helped tremendously. No running back and forth to their office for appointments such a great thing with them at school. Just love it and the staff is amazing!"

some.

"Just keep doing what your support systems do!!"



son to your e has so much thank you !! Thank k You!!"

"I wouldn't be here if it wasn't for NCSS."

"The help that I have received has changed my life for the better."

"This was without a doubt the best thing I ever did."

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"I am very happy with the help that I have received from NCSS. With their help, I have been able to access necessary medications and with housing help, it's prevented me from eviction. All of the people I've worked with are great!"

"NCSS does a great job and I am proud of the services. Thank you very much for all you do!"

ery when I ed help."



"NCSS does a great job and I am proud of the services. Thank you very much for all you do!"

"Great services best I've received (all over the US)."





we're here for you

Our Office Locations

Main Office

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

Soar Learning Center

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

St. Albans House

60 Lake Street, Suite 100 St. Albans, VT 05478

The Family Center

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

Bay View

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

Residential Programs and More!

Join us online









Academy of Learning

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

Satellite Location in NOTCH Building

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

Satellite Location in NOTCH Building

44 Main Street Richford, VT 05476

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.

learn more about our services at www.ncssinc.org



Serving Franklin & Grand Isle Counties

Proud to be a partner with these outstanding organizations





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

