WE’RE HERE FOR YOU WITH AN ARRAY OF SPECIALTY SERVICES
2017 ANNUAL REPORT

NORTHWESTERN COUNSELING & SUPPORT SERVICES
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

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
Brenda Menard
Courtney Norris
Scott Ovitt
Holly Perry
Joseph Phenix
Meghan Swan
Joshua Tuck

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

YEARS OF SERVICE MILESTONES

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
Brenda Menard
Courtney Norris
Scott Ovitt
Holly Perry
Joseph Phenix
Meghan Swan
Joshua Tuck

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

BOARDS 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

*Deceased March 19, 2017

NCSS FISCAL YEAR 2017: JULY 1, 2016 THROUGH JUNE 30, 2017
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

Todd Bauman
NCSS Executive Director
## FINANCIAL DATA

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

### BUDGETED REVENUE

<table>
<thead>
<tr>
<th>Service</th>
<th>Revenue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children, Youth &amp; Family Services</td>
<td>$16,850,383</td>
<td>43.85%</td>
</tr>
<tr>
<td>Administration</td>
<td>$23,480</td>
<td>0.06%</td>
</tr>
<tr>
<td>Behavioral Health Services</td>
<td>$6,266,116</td>
<td>16.31%</td>
</tr>
<tr>
<td>Crisis Services</td>
<td>$1,142,775</td>
<td>2.97%</td>
</tr>
<tr>
<td>Developmental Services</td>
<td>$14,142,315</td>
<td>36.80%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$38,425,069</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

### BUDGETED EXPENSES

<table>
<thead>
<tr>
<th>Service</th>
<th>Expenses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children, Youth &amp; Family Services</td>
<td>$15,629,659</td>
<td>41.24%</td>
</tr>
<tr>
<td>Administration</td>
<td>$21,900</td>
<td>0.06%</td>
</tr>
<tr>
<td>Behavioral Health Services</td>
<td>$6,546,085</td>
<td>17.27%</td>
</tr>
<tr>
<td>Crisis Services</td>
<td>$1,143,304</td>
<td>3.02%</td>
</tr>
<tr>
<td>Developmental Services</td>
<td>$14,558,030</td>
<td>38.41%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$37,898,979</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>
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
NCSS... AN ARRAY OF SPECIALTY SERVICES

DEVELOPMENTAL SERVICES

BEHAVIORAL HEALTH SERVICES

CHILDREN, YOUTH & FAMILY SERVICES
## WHAT THEY’RE SAYING ABOUT NCSS…

*Comments from FY2017 Client Satisfaction Survey:*

<table>
<thead>
<tr>
<th>Dr. Steve Cha, Center for Medicare &amp; Medicaid Innovation, during a Federal Program Site Visit at NCSS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>“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.”</td>
</tr>
</tbody>
</table>

| “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.” |

| “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!!” |

| “Everyone is knowledgeable about services and what to expect for the future.” |

| “NCSS is very responsive when I have needed help.” |

| “Stay awesome. Never change” |

| “After our son was put into your program he has improved so much we cannot thank you all enough!! Thank you!!” |

| “Your professional services have provided me with ability to experience a better life.” |

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

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

| “Stay awesome. Never change” |

| “Everyone is knowledgeable about services and what to expect for the future.” |

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

| “NCSS is very responsive when I have needed help.” |
“I wouldn’t be here if it wasn’t for NCSS.”

“Just keep doing what your support systems do!!”

“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!”

“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.”

“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!”

“Great services - best I’ve received (all over the US).”

“This place has made me a functional member of society.”

“Stay awesome. Never change.”

“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!”

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

“NCSS is very responsive when I have needed help.”
CELEBRATING OUR COMMUNITY
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.

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

Proud to be a partner with these outstanding organizations

United Way of Northwest Vermont

Vermont Care Partners

Serving Franklin & Grand Isle Counties

learn more about
our services at
www.ncssinc.org

17 LOCATIONS

4,174 CLIENTS SERVED DURING
FISCAL YEAR 2017

551 EMPLOYEES

NORTHWESTERN COUNSELING
& SUPPORT SERVICES

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

Serving Franklin & Grand Isle Counties