Celebrating 60 Years
we’re here for you
Since 1958

2018 ANNUAL REPORT

NORTHWESTERN COUNSELING & SUPPORT SERVICES
LEADERSHIP TEAM

Executive Director
Todd Bauman

Medical Director
David Mooney, M.D.

Behavioral Health Services Director
Stephen Broer, Psy.D.

Children, Youth & Family Services Director
Danielle Lindley-Mitchell

Developmental Services Director
Kathleen Brown

Finance Director/ CFO
Tim Gallagan

Operations Director / COO
Kim McClellan

Human Resources Director
Stacey Remillard

Community Relations Director
Joe Halko

BOARD OF DIRECTORS

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Carl Rosenquist, Vice President
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Jeff Moreau, Secretary
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Jesse Bugbee
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Betty Charron
Ken Gagne
David Hutchinson
Sara B. Kittell
David MacCallum
Jason Minor
Tony Treanor
Anjanette Watson

STANDING COMMITTEES

Behavioral Health Services
Lisa Briggs
Steve Broer
Malina Gonnella
Raymond Halstead
Evelyn Lavallee
Keith Martell
Geoff McLam
Troy Parah
Julie Parker
Linda Rollo
Anjanette Watson

Children, Youth & Family Services
Nina Ward, Chair
Elaine Carpenter
Jodi Fontaine
Gillian Ireland
Danielle Lindley-Mitchell
Disa Tatro
Lisa Whittemore

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
Heather Raymond
Cory Savage
Nancy Taylor
Owen Voss

YEARS OF SERVICE MILESTONES

5 YEARS
Carrie Aday
Sarah Badeau
Samantha Barrette
Jacob Boulerice
Nalini Cheatham
Gene Duprey
Ashley Flood
Jessica Francis
Laura Gabert
Derrick Garceau
Megan Gargano
Cristopher Gravelin
Nicholas Grenier
Ashley Hall
Hillary Holmes
Jeannie Johnson
Nikoa Kmetz-Derr
Terri L’Esperance
Kimberli Lloyd
Patricia Lord
Kimberly McClellan
Brian Merrill
Tammy Mitchell
Lindsay Morris
Michael Nelson
Paul Norris
Allison O’Neil
Randall Pike
Holly Reed
Samantha Rice
Travis Rushford
Paige Samson
Megan Shedaker
Robyn Spears
Timothy Stanley
Arlene Thompson
Caitlyn Trainer
Cristy L. Waterhouse
Samantha Weber

15 YEARS
Arnold Benjamin
Larry Bevins
Stephen Broer
John Dou
Jessica Graff
Karen Martell
Bradley Messier
Christie Moffett
Michael Pariseau
Dean Robair Jr.
Padraic Smith
Meghan Sweeney
Michelle Trayah

20 YEARS
Stacey Remillard
Nancy Taylor

30 YEARS
Kenneth Hunt

40 YEARS
Connie Farrington

Years of service based on calendar year January - December 2018

NCSS FISCAL YEAR 2018: JULY 1, 2017 THROUGH JUNE 30, 2018
Dear Friend,

During this past year we reached a significant milestone in our history as Northwestern Counseling & Support Services (NCSS) celebrates our 60th anniversary. Our organization has grown to nearly 600 full-time employees who engage in striving to create a stronger community, one person at a time.

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 diagnose 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 have been further woven into the fabric of our community. NCSS staff are 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.

Our NCSS team is talented, dedicated, and compassionate. Our community is stronger because of NCSS.

As we celebrate our 60th anniversary, NCSS has been honored to be part of the Franklin & Grand Isle community. We are proud of our team and the work they do every day to improve people’s lives.

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. It’s this ongoing teamwork that makes a difference in the lives of numerous individuals throughout Franklin and Grand Isle Counties.

NCSS... we’re here for you.

Sincerely,

Jim McMillan
President, NCSS Board of Directors

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, 2017 - June 30, 2018

BUDGETED REVENUE

- Children, Youth & Family Services: $18,818,819 (45.81%)
- Administration: $30,029 (0.07%)
- Behavioral Health Services: $6,345,908 (15.45%)
- Crisis Services: $1,209,507 (2.94%)
- Developmental Services: $14,674,199 (35.72%)

TOTAL: $41,078,062 (100%)

BUDGETED EXPENSES

- Children, Youth & Family Services: $18,015,462 (44.22%)
- Administration: $27,827 (0.07%)
- Behavioral Health Services: $6,813,011 (16.72%)
- Crisis Services: $1,362,112 (3.34%)
- Developmental Services: $14,524,857 (35.65%)

TOTAL: $40,743,269 (100%)
BEHAVIORAL HEALTH SERVICES

EMERGENCY & CRISIS STABILIZATION SERVICES
• 24 Hour Emergency & Crisis Stabilization
• Walk-In Crisis Services
• Mobile Outreach Services
• Rapid Access
• Bay View Crisis Care Center

OUTPATIENT COUNSELING FOR CHILDREN, ADOLESCENTS AND ADULTS
• Individual, Couples and Family Counseling (children, youth & adults)
• Dialectical Behavior Therapy Program for Teens & Adults
• Elder Outreach Services
• Reach Up Provider at Reach-Up Office
• Co-occurring Counseling (Mental Health & Substance Use)
• Court Ordered Guardianship Evaluations

INTEGRATED HEALTH SERVICES (located in Primary Care & Specialty Practices)
• Health Assessment & Screenings
• Care Coordination
• Brief Therapy
• Wellness Counseling & Wellness Groups
• Consultation with Medical Providers

COMMUNITY REHABILITATION AND TREATMENT (CRT) SERVICES
• Recovery and Peer Support
• Therapeutic Residence and Transitional Housing
• Community Support Team
• Intensive Case Management Team
• Employment Services Team
• Co-occurring Services (Mental Health & Substance Use)

PSYCHIATRY & NURSING SERVICES
• Provider to all three Service Divisions (Behavioral Health, Developmental Services & Children Youth & Families)
• Evaluation & Consultation Services

EVIDENCED BASED PRACTICES
Programs continually examine ways to learn and implement established and emerging evidenced based practices. Some of these practices include: Wellness Recovery & Action Planning (WRAP), Dialectical Behavior Therapy (DBT), Wellness Self-Management (WSM), Seeking Safety to address trauma and substance use, and Blueprint Health Conditions Wellness Groups.

ZERO SUICIDE PROJECTS
NCSS has been selected as a Vermont pilot project site to examine ways to prevent suicide through a range of activities within NCSS and in the community.

SCHOOL-BASED SERVICES
• Collaborative Achievement Team (CAT Program)
• School-based Autism Program
• School-based Clinician Program
• School-based Behavior Consultation
• Truancy Specialist
• Home School Coordination

COMMUNITY-BASED SERVICES
• Respite
• Community Support Services
• Skill Building/Support Groups
• High Fidelity Wraparound Supports
• Resource Specialists

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
• HEART Program
• Childcare Financial Assistance Program
• On-site Occupational Therapy

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 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
• Residential Services
• Dialectical Behavior Therapy Support Team
• Clinical Counseling & Support Team
• Academy of Learning
• Professional Peer Advocacy Services
• Peer Self Advocate Program
• Specialized Case Management Services
• Core Transition Team Planning - moving from children’s to adult services seamlessly

CHILDREN, YOUTH & FAMILY SERVICES

FAMILY AND HOME-BASED SERVICES
• Family Assessment and Support
• Family Support/Home Visiting
• Applied Behavior Services
• Truancy Specialist
WHAT THEY’RE SAYING ABOUT NCSS...

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.”

Comments from FY2017 Client Satisfaction Survey:

“I wouldn’t be here if it wasn’t for NCSS. This was without a doubt the best thing I ever did.”

“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.”

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

“I am very thankful for the suggestions that I received from NCSS. The suggestions have helped me to be able to handle stressful situations with a very defiant child.”

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

“Thank you!! 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!”

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

“Thank you!! I am very thankful for the suggestions that I received from NCSS. The suggestions have helped me to be able to handle stressful situations with a very defiant child.”

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

“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.”
Leadership changes; Todd Bauman, Executive Director; Dr. David Mooney, Medical Director; Danielle Lindley-Mitchell, Director of Children, Youth & Families; and Amy Johnson, Parent Child Center Program Manager.

NCSS receives sixth consecutive three-year CARF accreditation.

NCSS receives the 2018 Governor’s Excellence in Worksite Wellness Award.

SAMHSA grant awarded to NCSS and the NOTCH with the purpose of integrating child mental health and physical health in partnership.

Crisis bed program for individuals with intellectual and developmental disabilities.

An NCSS funded Crisis Clinician located in the NMC Emergency Department has contributed to a 61% reduction in ED visits by 48 active clients. Of the NCSS high ED utilizers, 64% have a known chronic medical condition which supports the connection between mind and body, as well.

NCSS receives the 2018 Governor’s Excellence in Worksite Wellness Award.

SAMHSA grant awarded to NCSS and the NOTCH with the purpose of integrating child mental health and physical health in partnership.

NCSS raises suicide prevention awareness discussion through various media platforms.

Champlain Housing Trust receives Marcheta Townsend Community Partner Award.

Some of the events NCSS organized or sponsored throughout the year.

Adverse childhood experiences and resilience.
60 YEAR TIMELINE

Take a journey down memory lane as we mark many of the milestones of the Agency

- **1958** Franklin County Human Relations Services, Inc. begins promoting mental health education to the community

- **1965** Dr. Carl Marshall, who was serving as a psychiatric consultant to the agency, developed an emergency system utilizing community nurses as crisis handlers. This unique, innovative method earned him national recognition

- **1968** The agency moved to 33 Center Street. The principal focus of the agency was diagnosis, individual psychotherapy, school consultations, and community education

- **1970** The board appointed Frank MacNeil as executive director

- **1971** The agency name is officially changed to Franklin-North Grand Isle Mental Health Services, Inc.

- **1972** The agency moved to newly refurbished offices at 8 Ferris Street

- **1976** Children's services officially began this year as a coordinated multi-disciplinary team serving Franklin and Grand Isle counties

- **1977** The agency purchased the building located at 8 Ferris Street. The agency name was changed to Franklin-Grand Isle Mental Health Services, Inc. Outpatient services were expanded by opening satellite offices in Enosburg, Grand Isle, and Alburg

- **1980** The Developmental Disabilities Center was officially dedicated as the Marshall Center in honor of Dr. Carl and Cindy Marshall

- **1983** Franklin-Grand Isle Mental Health Services, Inc. celebrates 25th anniversary of providing mental health services

- **1984** The formal opening of Vermont Republic Industries (VRI)

- **1988** The Home-based Family Intervention Program was started

- **1990** The agency lost the Alcohol and Substance Treatment contract to Champlain Drug & Alcohol Services, Inc.

- **1993** The Crisis Team was developed to rotate on-call after office hours and provide daytime emergency coverage. The Brandon Training School closed

- **1995** A Housing and Urban Development (HUD) grant provided transitional housing, located at 174 North Main Street, to six individuals who are psychiatrically disabled and formally homeless

- **1996** The Developmental Services division developed the Next Step Peer Support Network

- **1998** Separate divisions were created for Children, Youth & Family Services and Adult Behavioral Health Services. Ted J. Mable, Ed.D., was hired as executive director

- **1999** Franklin Grand Isle Mental Health Services, Inc., changed its name to Northwestern Counseling & Support Services, Inc. (NCSS). NCSS opened its new building at 107 Fisher Pond Road on the Northwestern Medical Center campus. The Family Center designation was awarded to NCSS. NCSS created Behavioral Health Associates to integrate counseling services within Mousetrap Pediatrics. Project Soar was established in the basement on Lower Newton Street, St. Albans, providing services to four students. Project Soar gained Independent School Status

- **2000** NCSS purchased 27 Lower Newton Street as the new home for the Family Center. Developmental Services developed an Adaptive Music Program

- **2001** The Children's Collaborative Achievement Team (CAT) was established. NCSS named Employer of the Year by Business and Professional Women. Behavioral Health Services began an Elder Outreach Initiative in collaboration with the Champlain Area Agency on Aging and the Department of Aging and Disabilities.
2002 Project Soar developed an autism program

2003 Medical Plastic Devices recognizes Vermont Republic Industries for achieving 99.924% quality rating for orders shipped during the first 21 months of services with them

2004 NCSS collaborates with other community agencies to found the Franklin Grand Isle LEAD Program. Vermont Republic Industries celebrates 20th anniversary

2006 Vermont Republic Industries transitioned to its new trade name, Diversified Resources, to more aptly describe the services provided

2007 The official purchase of the Bay School. On site psychiatric consultation at NMC inpatient medical units. Creation of the crisis bed program for adults. Camp Rainbow opens

2008 NCSS celebrates its 50th Anniversary... Deaf & Hard of Hearing Program launched

2009 Grand Opening of Family Center at 130 Fisher Pond Road. The Soar Learning Center celebrates 10th anniversary

2010 NCSS introduces Mental Health First Aid to Vermont. The NCSS Alburgh Parent Child Center opens

2011 NCSS becomes integrated with medical care through Blueprint for Health initiative

2012 The Developmental Services division opens the Academy of Learning to further education and independence for individuals with intellectual and developmental disabilities. NCSS receives fourth consecutive three-year CARF accreditation that includes the Soar Learning Center.

2013 NCSS and the NOTCH agree to collaboration of developing a more substantive integrated primary care behavioral health model. The Developmental Services staff and clients are recognized with the Governor’s Award for Outstanding Community Service for collaborating with the Franklin County Senior Center delivering meals to community members in need through the Meals on Wheels program

2014 NCSS mental health clinician embedded in St. Albans Police Department. NCSS adds Youth Mental Health First Aid training designed primarily for adults who regularly interact with young people. The Family and Community Support plus Adolescent Services teams move to historic St. Albans House

2015 The NCSS Integrated Health initiative includes social workers located in primary care practices plus, embedding a clinician in NMC’s Emergency Department

2016 NCSS embedded a crisis worker in Vermont State Police, St. Albans Barracks

we’re here for you

Our Office Locations

**Main Office**
107 Fisher Pond Road
St. Albans | 524-6554

**Soar Learning Center**
178 McGinn Drive
St. Albans Bay | 527-7514

**Applied Behavior Center**
12 Houghton Street
St. Albans | 393-6643

**Ted Mable Family Center**
130 Fisher Pond Road
St. Albans | 524-6554

**Academy of Learning**
27 Lower Newton Street
St. Albans | 782-8694

**Mapleville Depot**
20 Mapleville Depot
St. Albans | 524-6554

**Satellite Location in NOTCH Building**
8 Industrial Park Road
Alburgh | 393-6564

**Satellite Location in NOTCH Building**
44 Main Street
Richford

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Residential Programs and More!

591 Employees
4,100 People served during fiscal year 2018
17 Locations

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

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

Serving Franklin & Grand Isle Counties

Proud to be a partner with these outstanding organizations

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**NORTHWESTERN COUNSELING & SUPPORT SERVICES**
a great place to work, a great place to receive care.

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Learn more about our services at www.ncssinc.org

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United Way of Northwest Vermont

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Vermont Care Partners