



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

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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

10 YEARS

Bridget Archambault

Kylie Ashton

Laurie Baker

Danielle Benjamin

Nicole Burnell

Stacey Clark

Mary Kay DuPrat

Michael Finch

Maegan Garrett

Cheryl Harton
Heather Hubbard
Thomas Hubbard
Dawn LaBarge
Sheila Little
Lewis Lord
Emily Norris
Lucas Poquette
Danielle Sachs
Shawna Shappy
Heidi Starr
Jonathan Stevens
Douglas Yeatman

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

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.

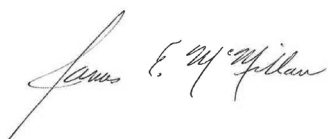
Our NCSS team is talented, dedicated, and compassionate. Our community is stronger because of NCSS.

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



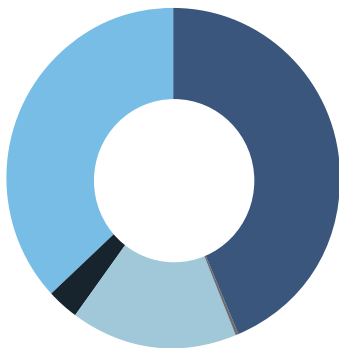
Todd Bauman
NCSS Executive Director

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.



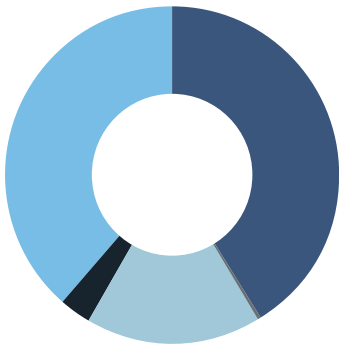
FINANCIAL DATA

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%

SAMPLE OF SERVICES PROVIDED BY NCSS

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.

CHILDREN, YOUTH & FAMILY SERVICES

FAMILY AND HOME-BASED SERVICES

- Family Assessment and Support
- Family Support/Home Visiting
- Applied Behavior Services
- Truancy Specialist

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



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:

“

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.
—

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

“

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

”

“

This place has made me a functional member of society.

“

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.

”

THE YEAR IN REVIEW



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.

Crisis bed program for individuals with intellectual and developmental disabilities.



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

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.



Champlain Housing Trust receives Marcheta Townsend Community Partner Award.

NCSS raises suicide prevention awareness discussion through various media platforms.



Adverse childhood experiences and resilience.



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

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
- » **2017** The Children's division Early Childhood Support, Family Support, Community Support, and Adolescent Services teams move to Mapleville Depot. Ted J. Mable, Ed.D., retires

NORTHWESTERN COUNSELING & SUPPORT SERVICES

we're here for you

Bienvenue

Bienvenido

Herzlich Willkommen

Dobrodošli



WELCOME

歡迎

добро пожаловать

Chào mừng

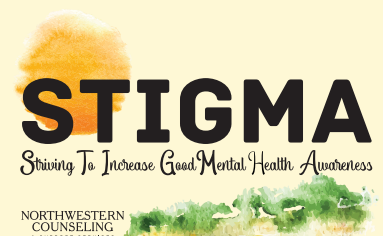
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NORTHWESTERN
COUNSELING
& SUPPORT SERVICES

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

Residential Programs and More!

591

Employees

4,100

People served
during fiscal year
2018

17

Locations

Join us online



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

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

