

Adapting
services during
turbulent times

2022

Annual Report



**NORTHWESTERN
COUNSELING**
& SUPPORT SERVICES
we're here for you

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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

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

Jim McMillan, President

Carl Rosenquist,

Vice President

Dan Thompson, Treasurer

Jeff Moreau, Secretary

Sara B. Kittell,

Member at Large

Elaine Carpenter

Betty Charron

Rob Hirss

David Hutchinson

David MacCallum

Meg Marshall

Jason Minor

Tony Treanor

Anjanette Watson

STANDING COMMITTEES

Behavioral Health Services

Lisa Briggs

Steve Broer

Deana Chase

Malina Gonnella

Raymond Halstead

Evelyn Lavallee

Keith Martell

Geoff McLam

Troy Parah

Linda Rollo



Jennifer Spagnuolo

Lisette Vaillancourt

Anjanette Watson

Children, Youth & Family Services

Nina Ward, Chair

Elaine Carpenter

Gillian Ireland

Danielle Lindley

Jodi Pickel

Lisa Whittemore

Developmental Services

Randy Lizotte, Chair

Sadie Barnes

Amanda Bianchi

Kathy Brown

Alex Casavant

Nancy Coles

Rachel Costas

Renee Dennis

Jessica Gingras

Ashley Hayden

Cory Savage

Nancy Taylor

Owen Voss

YEARS OF SERVICE MILESTONES

5 Years

Eric Astleford

Emily Bailey

Sara Billings

William Buchicchio

Jamie Bushey

Bridgett Cadieux

Kasey Carpenter

Carl Comstock

Leanne Curavoo

Katharina Diessel

Amy DuPrat

Elizabeth Fleury

Kimberly Flint

Sarah Fortin

Carita French

Miles Gasek

Brooklyn Gochev

Amber Harvey

Duane Kmetz-Derr

Tamara Mathieu

Jenna Metros

Jessica Parker

Pamela Provost

Nathan Rivers

Linda Rollo

Christopher Santee

Caitlin Smith

Taylor Troville

Lucas West

Rebecca Westcom

10 Years

April Brooks

Kristin Robideau

Brady Therrien

15 Years

Todd Bauman

Deborah Breault

Lynn Daudelin

Marie Greenia

Dan Ives

David Juckett

Michelle Moss

Kathi Muehl

Nicole Noel

Troy Parah

Sarah Redfield Tuttle

Heather Young

20 Years

Amy Bronson

Laurie Hayford-Saborowski

William Lulek

Linda Rooney

Years of service
based on calendar year
January – December, 2020

Dear Friends,

We are excited to share our FY2020 Annual Report which highlights some of the ways that NCSS services are integrated into the community and how in March the emergence of COVID-19 resulted in creative ways for us to transition service delivery.

As the fiscal year began we were providing effective integrated health care collaboratively with community partners throughout the region. Just a few of the ways NCSS services are woven into the fabric of the community include clinicians embedded within our local primary care offices, emergency department, and area schools. In addition, our employment team is working hard to strengthen relationships and secure meaningful employment for the people we serve. Successful employment benefits not only the people we serve, but strengthens local businesses. Collaborations with our local partners increases access to care and ultimately improves outcomes.

As we began confronting COVID-19 the Leadership Team formulated three top priorities that have guided our thinking.

NCSS Priorities:

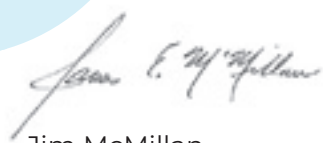
1. Minimize exposure to COVID-19 for all staff and people served.
2. Ensure that the people in our community have access to the care they need.
3. Ensure that our agency is financially stable and able to meet our obligations to our employees.

With COVID-19 changing daily life as we knew it, NCSS worked closely with our community partners to meet additional needs helping to distribute school meals, providing mental health support to people housed in hotels, and increased outreach with law enforcement. The use of technology ranging from telehealth, videoconferencing, and telephonic has played a key role in keeping people safe while addressing their emotional well-being during these uncertain times.

We are very proud of our team and the work they do, and are excited to highlight their work in this year's annual report. We are honored to have such strong relationships with our community partners. Together we are making a difference in the lives of the people we serve.

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.



TRAINING THAT MAKES A DIFFERENCE

GAINING A BETTER UNDERSTANDING OF MENTAL HEALTH AND SUBSTANCE USE DISORDERS

Teen MHFA

This year Northwestern Counseling & Support Services was selected by the National Council for Behavioral Health to pilot the Teen Mental Health First Aid (TMHFA) training in Richford and Enosburg Schools. NCSS was one of 40 sites nationwide selected to take part in the second cohort of the pilot program, bringing the total of sites teaching the program to more than 75. TMHFA is an in-person training designed for high school students to learn about mental illnesses and addictions and how to identify and respond to a developing mental health or substance use problem among their peers. Similar to CPR, students learn a 5-step action plan to help their friends who may be facing a mental health problem or crisis, such as suicide. The course specifically highlights the important step of involving a responsible and trusted adult.



Holly Reed and Lance Metayer,
Teen Mental Health First Aid trainers.

**15 Youth /
Adult Mental Health
First Aid trainings
certifying over
275 individuals
as Mental Health
First Aiders**

Youth/Adult MHFA

This year NCSS completed 15 Youth/Adult Mental Health First Aid trainings certifying over 275 individuals as Mental Health First Aiders. In addition to providing trainings within Franklin/Grand Isle Counties NCSS partnered with other organizations including, Howard Center, the University of Vermont, the Department of Health, Lamoille County Mental Health Services, and Northeast Kingdom Human Services to provide trainings in collaboration with our partner agencies. Trainings in Youth/Adult Mental Health First Aid took place at the statewide Fire/EMS Conference, at St. Albans City School, the University of Vermont, St. Albans Town Educational Center, with AMCare, and with community member and other community partners. In June 2020 the National Council released updated Youth and Adult MHFA curriculums along with a Virtual MHFA training. NCSS is currently building capacity to hold Virtual Youth/Adult MHFA trainings to continue training during Covid-19.



In 2017 both schools participated in the Youth Risk Behavior Survey, a self-report assessment focused on risk behaviors, mental health, and community needs.

In 2017 Franklin Northeast Supervisory Union high school students reported higher than average rates of depression, self-injury and suicidal ideation and attempts.

In 2017 32% of FNESU high school students reported symptoms of depression, 21% engaged in self injury in the last year, 14% made a suicide plan and 8% made a suicide attempt.

COMMUNITY ENGAGEMENT THROUGH EDUCATION



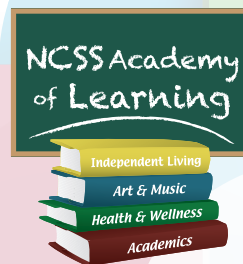
Throughout the year NCSS teams presented to the members of the St. Albans Rotary Club. The following programs and services were presented:

The Behavioral Health division, Mobile Outreach Program.....Tony Stevens & Nic Tebbetts
 The Children, Youth & Families division, School Based ProgramsBelinda Bessette & Matt Habedank
 The Developmental Services division, Employment Services.....Amber Schaeffler & Nancy Taylor
 The Children, Youth & Families division, Camp Rainbow Merry Hill

COMMUNITY COLLABORATION



Representatives from the Crisis Team met with clinical team members of the NMC Emergency Department (ED) to review the Action Plan document we have developed together as well as the new OneCare project focusing on reducing avoidable ED visits for all individuals.



The NCSS Academy of Learning is volunteering at Habitat for Humanity once a week, and during the growing season, Gleaning for Healthy Roots one day a week and bringing food to the local food shelf and Martha's Kitchen.

DONATION TO CAMP RAINBOW FROM KNIGHTS OF COLUMBUS

Tootsie Roll Drive Sends Campers to NCSS' Camp Rainbow

Members of the Knights of Columbus, Council 297, St. Albans, Vermont, passed out tootsie rolls, and solicited donations for a charitable cause, before and after masses at Churches in the area. The funds are used to sponsor campers to attend NCSS' Camp Rainbow. On January 31st, David Lavallee and Valdemar Garibay of the Knights of Columbus, St. Albans Council #297, presented a check for \$887.60 to Merry Hill, Camp Rainbow Coordinator at the Northwestern Counseling & Support Services Ted Mable Family Center in St. Albans, Vermont.



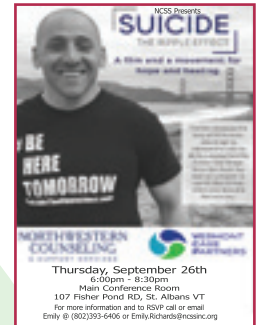
SUICIDE PREVENTION AND AWARENESS

SUICIDE: THE RIPPLE EFFECT FILM

On September 26, 2019, NCSS screened the documentary film that chronicles the story of Kevin Hines, who at age 19 attempted to take his life by jumping from the Golden Gate Bridge, and his journey ever since helping others to stay alive. Following the screening discussion was facilitated by Steve Broer (seen below) and Holly Reed. There were 17 members of the community in attendance. The film was also shown by Designated Agencies statewide as part of the Suicide Prevention Awareness Month initiative by Vermont Care Partners members.



NCSS also partnered with BFA St Albans to provide a screening of the documentary on January 30, 2020. This viewing was done in partnership with BFA St. Albans, the Afterglow foundation and Mimmos. 34 community members attended the event and engaged in a community discussion following the screening.



UMATTER SUICIDE PREVENTION TRAINING

Understanding Suicide in Grand Isle County

Suicide Prevention activities included UMatteR Suicide Prevention training at Alburgh Elementary School during August 2019 as part of the Community Partners for Suicide Prevention grant in Grand Isle County. Clinical staff and leadership from the Children's Division also assisted with this training. This project focused on understanding suicide in Grand Isle County through our partnership with the Abenaki community and the Center for Health and Learning.



National Suicide Lifeline

August 22, 2019 marked the first day in which NCSS Crisis Services began picking up calls during the day for the National Suicide Prevention Lifeline Call Center. This was a statewide competitive proposal process with NCSS being awarded the contract to answer calls for the state of Vermont weekdays from 9:00am to 5:00pm.

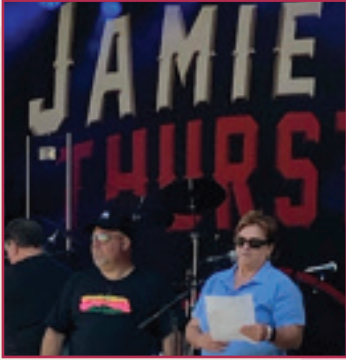


During the spring of 2020 the crisis team was approached by the Vermont Department of Mental Health and the National Suicide Prevention Lifeline to expand our hours of coverage. As of June 17th, we have expanded our hours of operation to pick up from 9:00am to 7:00pm.

ADDITIONAL INITIATIVES

Suicide Prevention activities have included the formation of the Franklin Grand Isle Suicide Prevention Task Force, organized by NCSS, the wide-ranging group of community partners, meets monthly. In addition, there continues to be activities through the Connecting Rural Communities grant (Abenaki Indian Education & NCSS).

SUICIDE PREVENTION AND AWARENESS *continued*



NCSS' Deb Babbie joins John Holzscheiter, Afterglow organizer, on stage.

AFTERGLOW

NCSS was represented at this music festival and family event to raise awareness for suicide and prevention efforts on September 21st at Hard' Ack Hill. Staff and information were available at two locations and all of the suicide messaging throughout the day was developed by NCSS. Deb Babbie spoke from the stage on two occasions with NCSS receiving a portion of the net proceeds to utilize in our suicide prevention efforts.



NCSS' Tony Stevens with event headliner Jamie Lee Thurston.



On November 22nd during a presentation held at the Ted Mable Family Center, NCSS received a check in the amount of \$15,000 to address suicide prevention and awareness.



ELECTRONIC MEDICAL RECORDS

We continued to build and implement a new Electronic Medical Record. We had clearly identified priorities in our wish list that we needed and would not compromise on...

- Strong Data analytics
- Mobile option
- Ease of use for our staff
- And strong interoperability with community partners.
- Began with 17 different vendors and ultimately chose to go with MyAvatar.
- This was not just an agency project... We partnered with 3 other Designated Agencies (Lamoille County Mental Health Services, United Counseling Service of Bennington County, and Washington County Mental Health Services) to come together and leverage each

organizations strengths to build a more efficient and effective EMR.

- NCSS staff have been instrumental in the development and implementation of this process. Trisha Ketchum, Unified EMR Manager & UEMRVT Project Coordination/Analyst and Heidi Starr, Configuration Analysis Manager UEMRVT.
- Staff were included in the process at every step and Danielle Lindley and Sam Thomas, EMR Committee Chairs, were integral in ensuring that our staff were engaged in the process.
- Thanks to Emily Richards who kept all 4 Agencies organized and moving forward.



COMMUNITY EVENTS

KIDS FEST

The Parent Child Center hosted our annual Kids Fest event on August 2nd in both Taylor Park and City Hall. This free, popular event gathered an estimated 175 children and 225 adults. Kids Fest is designed to combine both an opportunity for families to seek community resources in Franklin/Grand Isle, as well as provide a safe, free space for families to build natural supports within their community. We take pride in continuing the tradition of providing opportunities for family wellness in our community!

**NORTHWESTERN
COUNSELING**
& SUPPORT SERVICES
Parent Child Center

Estimated
attendance:

**175 children
and
225 adults**

**There were
88 children
and
67 adults
in attendance**

PARENT CHILD CENTER FALL FESTIVAL

The Parent Child Center hosted the 6th annual Fall Festival & Halloween Celebration on October 24th at the Ted Mable Family Center. There were 88 children and 67 adults in attendance.

Activities included trick-or-treat throughout the building, stamping with infants/toddlers, decorate fall tag/necklace, Parents As Teachers activity (adding stickers, craft items to contact paper), scratch animal masks, temporary tattoos, coloring pages, and snacks/drinks.

**NORTHWESTERN
COUNSELING**
& SUPPORT SERVICES
Parent Child Center



FESTIVAL OF TREES

The Parent Child Center of NCSS donated a decorated tree to the Festival of Trees. The theme of the tree was based on Jan Brett's book *The Hat* and featured ornaments created by local children, adolescents, and PCC staff members. The hats decorating the tree were donated to local charities for disbursement to those in need.

**NORTHWESTERN
COUNSELING**
& SUPPORT SERVICES
Parent Child Center



HEALTHY HEARTS

The Parent Child Center of NCSS partnered with Northwestern Medical Center again this year to offer the Healthy Hearts event. Held at the St. Albans City School, **148 children** and **157 adults** attended the event which provided a great opportunity for families to focus on holistic health and wellness and fun! Families moved about the school and learned about programming provided at NMC and NCSS while engaging in activities and play with the whole family.

**NORTHWESTERN
COUNSELING**
& SUPPORT SERVICES
Parent Child Center



COMMUNITY ENGAGEMENT

LEGISLATIVE BREAKFAST

Legislators heard compelling stories about the importance of physical and mental health alignment and the importance of individuals with intellectual and developmental disabilities living as independently as possible. Commentary resonated with the legislators as they heard from community partners and a client on their perspectives on the services that NCSS provides.



Left to right: Rep. Casey Toof, Rep. Lisa Hango, Rep. Barbara Murphy, Sen. Randy Brock, and Rep. James Gregoire



Lt. Jason Wetherby, St. Albans Police Department.



Jason Therrien, Assistant Principal, SATEC.

COMMUNITY ENGAGEMENT *continued*



The result of Developmental Services clients plantings which help to beautify the park at St. Albans Bay.



Dance Team 'We Hear You/Are Here for You' following performance to raise awareness for youth suicide prevention. Dance Team, under the direction of Rose Bedard, performed in multiple venues and includes Owen Bauman, on the right in the back row.



On a cold November 2019 evening, Running of the Bells Judges from NCSS include Stacey Remillard, Joe Halko, and Merry Hill.



NCSS' Troy Millette, second from left, performs in Home for the Holidays fundraising concert during December 2019 to benefit Autism School-Based program.



Michelle Trayah ensures child safety as she heads up local car seat fitting station.



Adolescent Services Team spreads holiday cheer at Mapleville Depot.



Amy Irish shares a moment with Rep. Casey Toof during Mental Health Advocacy Day in Montpelier.



Children, Youth & Families division staff members following budget hearing held locally during February 2020.

CAMP RAINBOW



Camp Rainbow was conducted during the first week of August 2019 at the NCSS Soar Learning Center. Theme days were Lego day, Around the World, Water day, Community partners, and Pirate. There were bouncy houses, water slides and Big Blue Trunk. The Parent Retreat was provided to any parent to participate on Thursday while kids were at camp...siblings could attend Camp Rainbow for free if parents attended the parent retreat held at St. Albans Bay.

NAMI MIND WELLNESS WALK

NCSS, once again, participated as a sponsor and entered a team in the NAMI Mind Wellness Walk, which took place on September 28th in Burlington. The walk attracts walkers and advocates from around the state highlighting the importance of mental health in achieving well-being. The NCSS Team received the Largest Fundraising Team award.



BUDDY WALK OF NORTHWESTERN VERMONT

The annual walk was held on September 22nd at the Collins Perley Sports and Fitness Center. Walkers enjoyed a beautiful windy and sun drenched afternoon resulting in \$5,594.00 being raised. For the sixth consecutive year, KBS – Kittell Branagan & Sargent served as the Event Sponsor. This is the 11th year in which NCSS has organized this cause related event to raise awareness for individuals diagnosed with Down syndrome.

\$5,594.00
was raised



RAVE REVIEW FOR NCSS APPLIED BEHAVIOR SERVICES

Applied Behavior Services (ABS) had a site review with the Department of Vermont Health Access (DVHA), the state agency that oversees approval, programming, and funding for ABA services for children with Autism Spectrum Disorder (ASD) and other developmental disabilities. The site review highlighted that ABS met requirements and exceeded expectations. Areas of review included eligibility, required clinical documentation, clinical evaluation, clinical assessments, clinical screenings, individual treatment plans, crisis management, service delivery and documentation, periodic review and assessment progress, and transition and discharge planning. Feedback included, notes were detailed and encompassed accounts of individual treatment, family training, and supervision. Notes referenced treatment goals and were directly linked to assessment and curriculum tools. Clinical assessments were detailed and gave an overview of the client history and current needs. Overall review was scored at 96.6 of 100.

2020 CLIENT SATISFACTION SURVEY

Note:

As a result of COVID-19, surveys were mailed instead of hand delivered which disrupted returns and resulted in lower response rate.

*Staff
treated
me with
respect*

95%

*I received
services that
were right
for me*

88%

*The services
that I received
made a
difference*

84%

RESPITE

BERRY HILL

The Developmental Services division opened a third respite bed during the first quarter of 2020. The location was modeled after the existing Berry Hill respite site. The two existing beds have been fully scheduled well into next year and the model has been met with great success.



RECOGNITION AND AWARDS

ANNUAL AWARDS RECOGNITION

During the NCSS Annual Meeting held in November of 2019, Community and Staff awards were presented.

Marcheta Townsend Community Partner Award

Honoring individuals from outside the organization who collaborate with NCSS to ensure success.

Two faith-based organizations were honored:

- Church of the Rock, Senior Pastor Roland Ludlam.
- Church of the Nativity, Reverend James Dodson, not pictured.

Senior Pastor Roland Ludlam, second from left, and staff with Todd Bauman, Executive Director, far right.



Partner in Excellence Award

This award is intended to be the highest honor the organization can give to one of its employees, for it recognizes those staff who are in the top 1% in the organization. These employees exemplify the NCSS values of Safety, Responsiveness, Compassion and Integrity. In addition, they have made a major contribution to a client, to the organization or to the community at large.

Deb Babbie, LCMHC, LADC.
Rapid Access Clinician, Behavioral Health Services Division.



Dr. Steve Broer presents Deb Babbie her award.

Honoring Karen Martell Dec 5, 1971 – April 24, 2019

Karen Martell, MSA.
Health Information,
Front Office and Billing Manager.



Lifetime Achievement Award

Honoring individuals from within the community who have made significant contributions to advance mental health or developmental disability services in Vermont.

Ted Mable, former NCSS Executive Director for over 20 years, was presented with this prestigious Lifetime Achievement Award. Ted had a long and successful career that was anchored in a strong desire to help improve the quality of life of his fellow Vermonters. Ted held multiple teaching and leadership positions in the public-school systems in and around northern Vermont then moved onto an adjunct professor position at St. Michael's College in their administration and management graduate program. In 1982, Ted moved from education to State Government when he accepted a position as the Deputy Secretary of the Agency of Human Services for the State of Vermont and later the Director of Policy Planning and Research. In 1998, Ted was named Executive Director of Northwestern Counseling & Support Services the role that he held until his retirement in 2017. Ted was passionate about mental health, community development, leadership, and also served as a mentor to many new leaders moving up in the nonprofit sector. Under Ted's leadership NCSS became known as a leader and innovator among the ten Designated Agencies throughout Vermont.

The award was presented to Ted Mable at the Longevity Awards Luncheon in January 2020.



RECOGNITION AND AWARDS *continued*

LONGEVITY AWARDS

The Longevity Awards luncheon was held on January 10, 2020 at the American Legion in St. Albans.

We celebrated staff that during 2019 achieved milestones in their years of service to NCSS and the individuals that they serve.



30
years

Michael Bombard with presenter Danielle Lindley, CYF Director.



15
years

Ashlee Schofield, Mary Ann Sanborn, Danielle Houston, Lynne Heinlein, Marc Brunelle, and Deana Paquette.

Missing from photograph: Laure Allard and Dr. Steven Sobel.



25
years

Colleen Sears and Jaunita (Tina) Cross.



10
years

Listed in alphabetical order: Seth Barkyoub, William Bessette, Liza Boyle, Walter Brown, Warren Brown, Jessica Dewes, Derrick Hudson, Darcie Matthews, Amanda Morong, Daniel Roach, Brian Turbide, Jean-Paul Turpin, Jaime Walsh.

Missing from photograph: Samantha Burnell, Jo-Ann Hudson, Heather Place.



20
years

Joseph Halko, Deborah Babbie, and Jesse LeClair.



5
years

Listed in alphabetical order: Nicole Builta-Paradise, Joshua Cate, Melinda Chadwick, Jessica Cloutier, Meagan Driscoll, Heather Forsyth, Michael Fontaine, Amy Huckins-Noss, Laura Johnson, Christopher Kelly, Annie Lawson, Lauren Lesage, Ethan Longley, James Luce Jr, Caroline Manahan, Elizabeth Melville, Holly Olio, Kayla Tosi, Ellen Williams, Joseph Zaffuts.

Missing from photograph: Laura Companion, Michael Cutler, Daniel Daneau, Ethan Dezotelle, Kaydeen Juair, John LeBlanc, Evan Mercier, Lance Metayer, Andrew Patterson, David Provost, Seth Whiting.

SERVICES OFFERED BY NCSS

Behavioral Health Services

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 (administered by CRT program)
- National Suicide Lifeline (Responds to calls for Vermont)

OUTPATIENT COUNSELING FOR ADULTS, COUPLES & FAMILIES

- 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

PSYCHIATRY & NURSING SERVICES

- Provider to all three Service Divisions (Behavioral Health, Developmental Services & Children, Youth & Families)
- Transcranial Magnetic Stimulation Program
- 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), Collaborative Assessment & Management of Suicide, CBT for Insomnia, Acceptance & Commitment Therapy, CBT for Chronic Pain, Wellness Self-Management (WSM), Seeking Safety to address trauma and substance use, and Blueprint Health Conditions Wellness Groups.

ZERO SUICIDE PROJECTS

For the past 5 years NCSS has been one of the first pilot sites in Vermont to examine ways to prevent suicide through a range of initiatives within NCSS and in the community.

Children, Youth & Family Services

CHILDREN, YOUTH & FAMILY SERVICES FAMILY AND HOME-BASED SERVICES

- Family Assessment and Support
- Family Support/Home Visiting
- 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
- Home School Coordination

COMMUNITY-BASED SERVICES

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

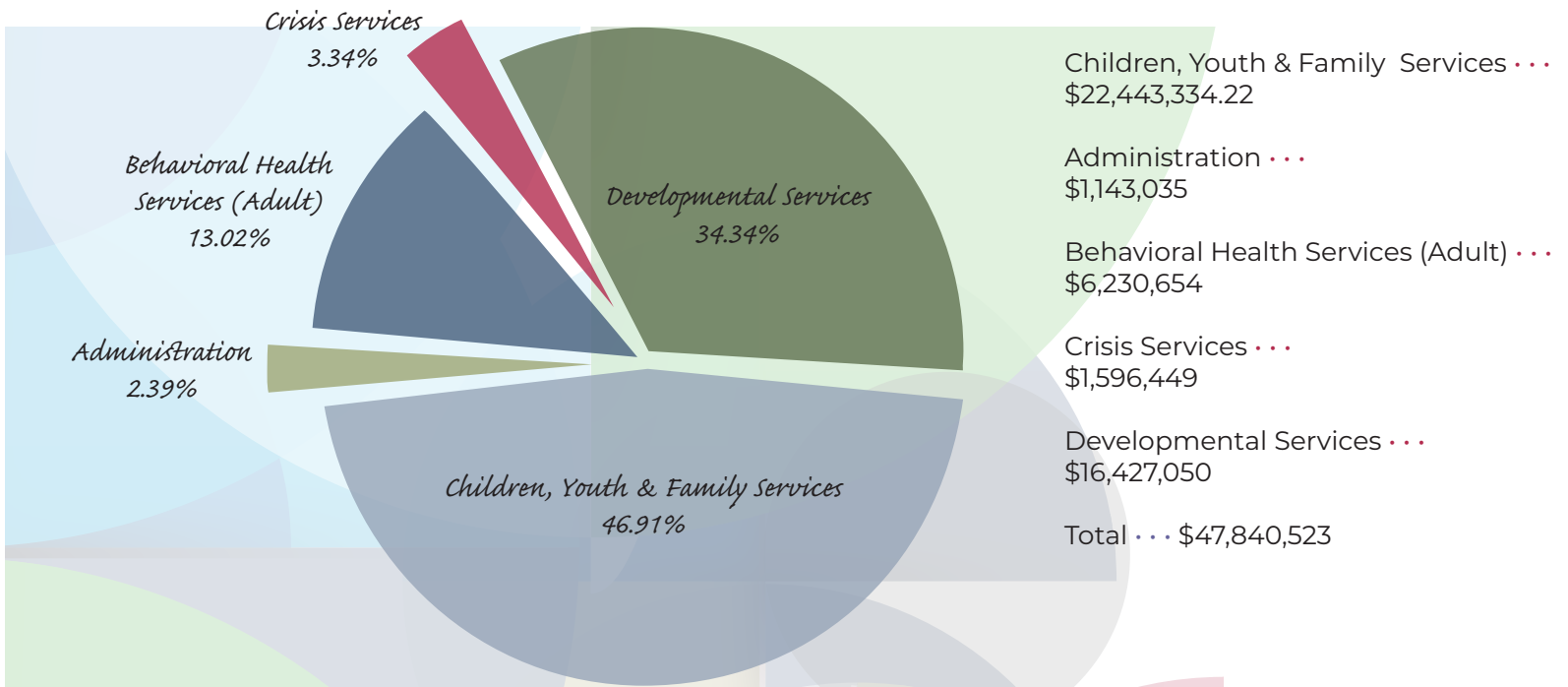
CLINICAL OUTPATIENT SERVICES

- Individual and group therapy for children, youth, and families.

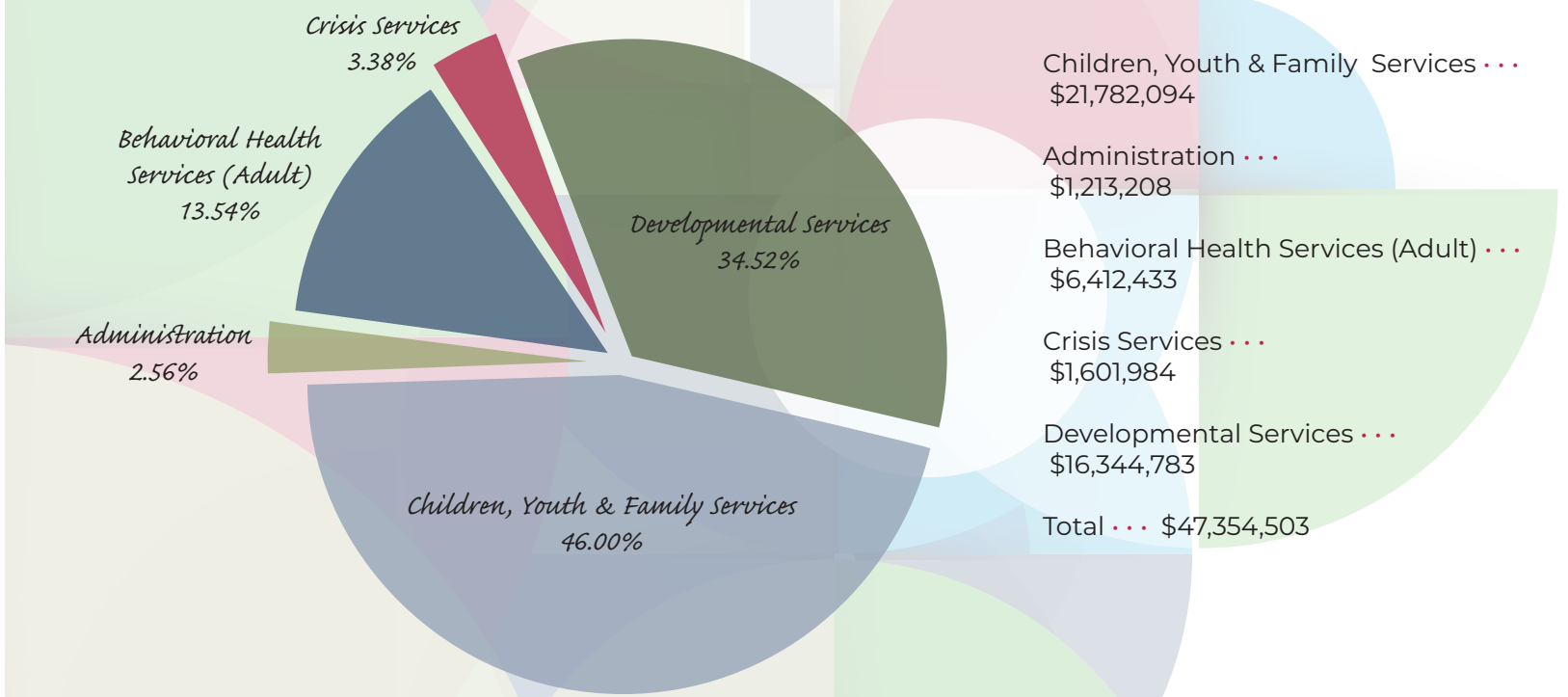
FINANCIALS

BUDGETED AGENCY REVENUE & EXPENSES • • • • • JULY 1, 2019 - JUNE 30, 2020

FY20 Budgeted Revenue



FY20 Budgeted Expenses



ADAPTING SERVICE DELIVERY IN A COVID-19 WORLD

VERMONT TAKES ACTION

During the spring of 2020, the state of Vermont took bold action to protect residents from COVID-19 and keep people safe. This started with the Governor taking decisive action.



During the early stages, the Governor recognized that people would need our supports now more than ever, and he declared our Agency and our staff as essential.

- March 13th - Executive Order Declaring a state of Emergency (5 total confirmed cases in VT).
- March 15th - Addendum 1 — Schools closed.
- March 17th - Addendum 2 — Closing of all restaurants.
- March 23rd - Addendum 4 — Fitness centers, hair salons, barbers closed.
- March 23rd - Addendum 5 — was a key date in our agency's response.
 - Non-profit agencies directed to shift programming to Telehealth whenever possible.

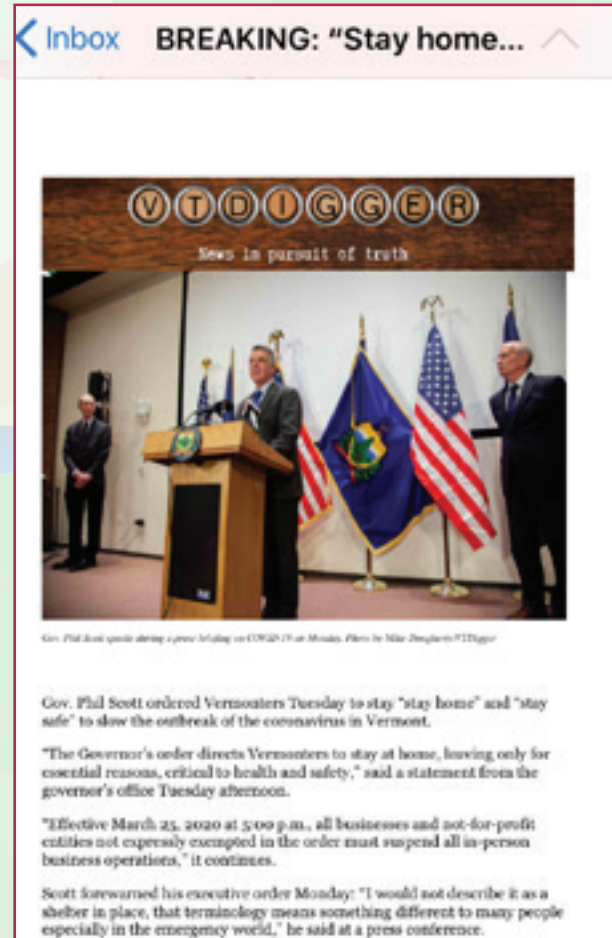


The Governor's orders ultimately culminated with:

- Addendum 6 – March 25th - Stay Home, Stay Safe.
- Instructing all Vermonters to stay home.
- Only venture out for essential tasks such as food and medical care.
- During the early stages, the Governor recognized that people would need our supports now more than ever, and he declared our Agency and our staff as essential.



This symbol represents events that occurred from the onset of the COVID-19 pandemic in March of 2020 through fiscal year end in June 2020.

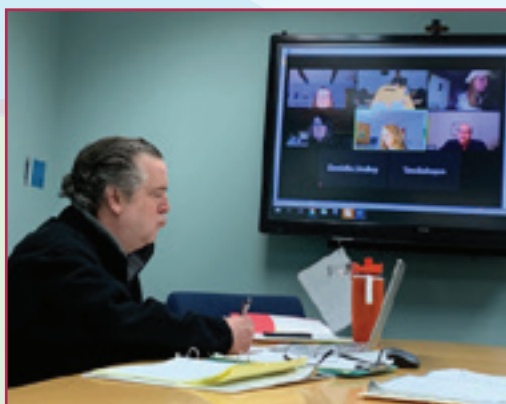
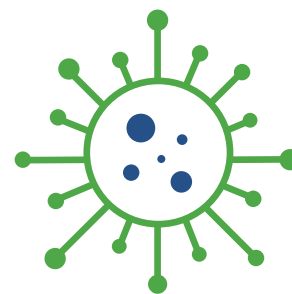


ADAPTING SERVICE DELIVERY IN A COVID-19 WORLD *continued*

NCSS RESPONDS TO PROVIDE SERVICES AND MAINTAIN CLIENT CARE

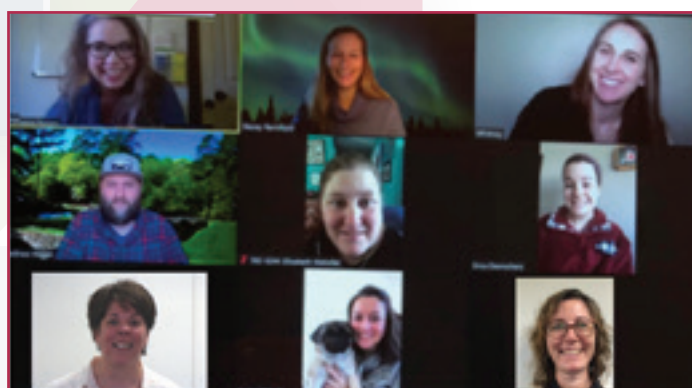


- This enduring photograph taken on March 23rd seeing so few people in the office on a work day.
- This exemplifies the impact the Governors orders had on our community, our agency, the people we serve, and our NCSS Team and is indicative of the speed with which NCSS staff adapted to changes.
- Staff maximized telehealth and worked remotely while modifying programming to minimize in person supports.

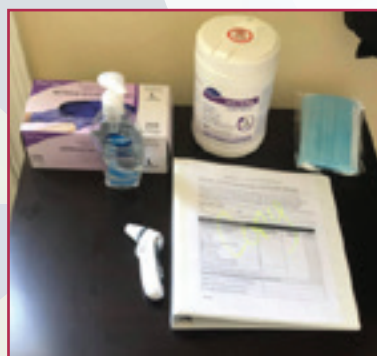


- How to continue with services, activities, and events within the context of COVID-19.
- This was and continues to be a major theme
 - We did not simply cease to perform essential activities due to COVID-19,
 - But rather fulfill our essential duties safely and effectively, within the context of COVID-19.
- Secured laptops, monitors, and ZOOM accounts and trained all staff
- Converted our agency infrastructure to minimize in person work and promote remote collaborations.

Steve Broer (above), in Admin Conference Room, with other Directors engaging via Zoom during Directors meeting and Wellness Committee (right) meets through video conferencing.



- Developed structures to secure PPE for staff and people served.



- Put structures in place to maintain state and federal guidelines such as Health Officer screenings upon entering NCSS buildings.

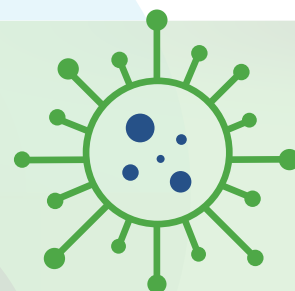
ADAPTING SERVICE DELIVERY IN A COVID-19 WORLD *continued*



- We modified our physical space to protect both staff and people served.



- Agency Committees and team meetings continued. Transitioning in a remote way (or often a hybrid of remote and in person).



NOT EVERYTHING WENT EXACTLY AS WE WANTED IT TO



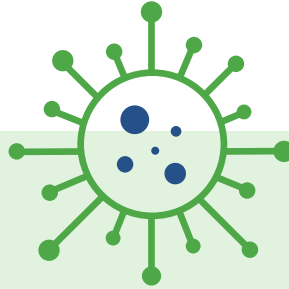
Woodside Juvenile Rehabilitation Center

- NCSS received a call from the Vermont Department for Children and Families that they needed a temporary place for Woodside (4 kids for 4 – 8 weeks).

- Initial call received on a Sunday morning – NCSS acted quickly: we conducted a walk through by Sunday afternoon.
- They left after 4 weeks to a more secure setting.
- Not to be viewed as a failure, but rather NCSS' ability to collaborate in addressing challenges across our system of care.




ADAPTING SERVICE DELIVERY IN A COVID-19 WORLD *continued*



NCSS was impacted by the FDA PPE Recall.

Temporarily furloughed about 150 agency employees.

- This was one of the hardest decisions management had to make during the pandemic.
- We have been able to recall most full time employees.
- Not everyone has come back to the same role... Human Resources and the Directors, Program Managers and Team Leaders worked to creatively bring staff back by matching skills with positions.



FOR IMMEDIATE RELEASE
March 27, 2020

CONTACT:
Joe Halko/Direct line 802-393-6414
Director of Community Relations
Northwestern Counseling & Support Services

School closings result in temporary layoffs at NCSS

St. Albans – COVID-19, commonly known as the new coronavirus, is having an unprecedented impact on the health, safety, and well-being of everyone. Everything that we knew as normal has been replaced with a level of anxiety and uncertainty.

Sadly, with the recent closure of schools and the Governor's "Stay Home" order, we find ourselves needing to temporarily reduce our workforce. As a result, Northwestern Counseling & Support Services (NCSS) has temporarily laid-off 124 employees. When given the option, 71% of the temporary lay-offs were voluntary and primarily affected school based and community support staff.

"The majority of NCSS staff continues to provide much needed services in a variety of creative and alternative ways. In an attempt to maximize care, we have reassigned many staff to other programs that need coverage during these trying times.", stated Todd Bauman, CEO of NCSS.

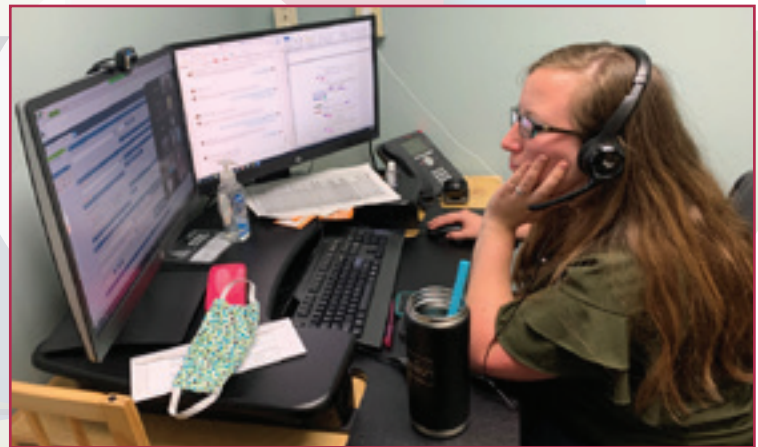
"We are all living firsthand through a series of challenging events. We have put a lot of thought into the actions we've taken; it's a delicate balance between operating and taking care of staff. We have made exceptions to many policies, one of them being the decision to continue people's health insurance without collecting their bi-weekly share.", noted Stacey Remillard, Director of Human Resources.

At this time, we hope to recall staff during the month of April. We will continue to adapt as new information becomes available.

###

UEMRVT PROCEEDS TOWARDS GO-LIVE DATE

As FY20 was coming to an end the UEMRVT Project continued on schedule despite COVID-19. Programs/Service Codes and other Practice Management data collection is complete and these elements are in the process of being built by the config team! During May and June we will be full steam ahead planning for training and business transformation. We have an updated schedule, which gives us a go-live date of September 1, 2020.



- Thanks to our EMR trainers who, in the middle of a pandemic, managed to train our entire agency and get us ready for our go live.
- And most importantly... Trisha Ketchum. Who truly carried this project forward. Trisha was the powerhouse behind the success of the project.

ADAPTING SERVICE DELIVERY IN A COVID-19 WORLD *continued*

OPENING OF NEW BAY VIEW CRISIS CENTER LOCATION



- NCSS purchased and renovated a new home for our Bay View Crisis Care Center, our adult hospital diversion program.
- Serves approximately 12 – 20 people per month.
- Not much change since inception of COVID.
- Occupancy rate of about 89% which is very good for a hospital diversion program.
- The Bay View Crisis Care Center is keeping people in their own community while preventing hospital placements.

Also, shortens hospital stays by providing a safe step down for people leaving the hospital and returning to the community.

Comment from a mom since COVID-19



"I'm home and we are able to get a lot done thanks to the NCSS workers! Love them! Not only are they helpful it's good to have folks who are positive and glad to be there. Please let your higher-ups know that they are a godsend and we thank you guys"

- Mother of a child served by CYF division

ADAPTING SERVICE DELIVERY IN A COVID-19 WORLD *continued*

NCSS ADDRESSES SOCIAL INJUSTICE



Todd Bauman, Executive Director interviewed by WCAX.

- These were turbulent times for our nation as we work to improve issues related to social injustices.
- Many people might say that NCSS's role is simply to support people with Mental Illness and Intellectual Disabilities.
- Our mission, our purpose is broader than that and we see our role as striving to improve the lives of the people we serve and making our community stronger.
- To that end, on June 25th, we held an event to raise awareness of issues related to social injustice.



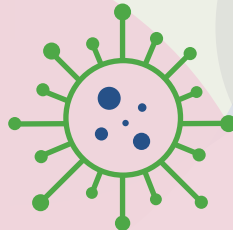
NCSS mental health professionals in a moment of silent reflection and commitment to improve the mental health and safety of people of color. We kneel for the individuals that we serve, colleagues, families, friends, and the entire community.

Thursday, June 25th at 12:15pm

*Duration: 8 minutes and 46 seconds
That's the amount of time that former police officer, Derek Chauvin, knelt on George Floyd's neck.*

*Virtually or on the lawn in front of the
NCSS Ted Mable Family Center at
130 Fisher Pond Road, St. Albans, VT*

*Please maintain social distance
and wear a face covering.*



MASKS ENSURED OUR NUMBER ONE VALUE - SAFETY!



Heather Wilson at a food distribution center.

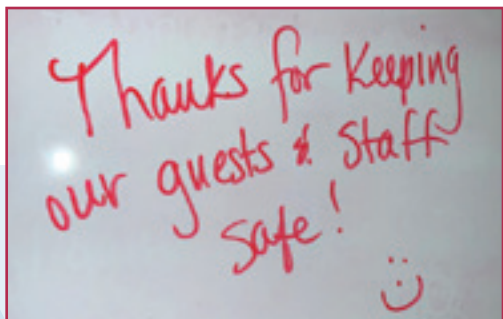


Multiple teams and clients from throughout the organization made masks to ensure NCSS' number one value... Safety!

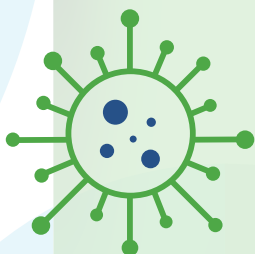


Jessica Parker of Community & Rehabilitation Treatment Services team is safely on the move in the community.

ADAPTING SERVICE DELIVERY IN A COVID-19 WORLD *continued*



A whiteboard outside of Emily Richards' office reminds everyone of NCSS' number one value - safety.



Molly Finnegan and her efforts to educate students about the importance of wearing masks.



MORE FROM DEVELOPMENTAL SERVICES

Our Academy of Learning became a drop off location for families and shared living providers throughout the day. Calls come into our emergency Developmental Services (DS) line and no more than 3 individuals are on site at one time. Cleaning protocols are followed and social distancing along with PPE precautions. This gives caregivers the opportunity to take care of essential household functions without exposing individuals served to the broader community.

All other DS programs are continuing. Service Coordinators are checking in with all their caseloads weekly. Direct staff are checking with individuals that live alone daily and they are supporting with all essential needs in the home and community as needed. All 5 DS clinicians are currently providing counseling via zoom or phone and have taken on new clients as the needs arise.

Remote services have been going exceptionally well, including therapy, music and art, trainings, social events and service coordination. We have seen an increase in supervision with the flexibility and ease of use of zoom and anticipate this media will continue to be used in the future.

Emily Norris and Amy Bronson (shown right) and all the work they did with their Developmental Services division teams to:

- Work remotely when possible while also working in person safely.



ADAPTING SERVICE DELIVERY IN A COVID-19 WORLD *continued*

APPLIED BEHAVIOR SUPPORTS TURN TO TELEMEDICINE

The Applied Behavior Supports team moved to providing telemedicine sessions to many clients on our team and was well received. Parents expressed excitement about the service model and clients responded well to sessions via telemedicine.

SOAR LEARNING CENTER

The Soar Learning Center submitted its Continuity of Learning Plan for Remote Education to the Agency of Education on April 8th and it was accepted on April 14th. Soar Learning Center successfully launched its online learning program for students. Soar Learning Center clinicians, home/school coordinators, special educators and teachers contacted students and their families daily to provide assistance and support around education in a remote learning environment, online lessons, emotional and family support, attending Individualized Education Program meetings and accessing needed resources, such as technology, food, games for children, and other information.

The Soar Learning Center's Dara Lavallee's home classroom. Teachers were able to provide educational content remotely.



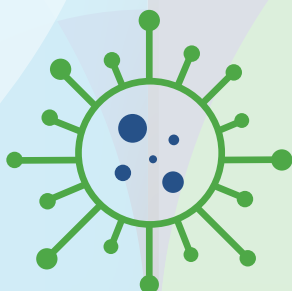
SCHOOL BASED AUTISM PROGRAM

Due to the school closures during COVID-19, the School Based Autism Program (SBAP) made the transition to remote services for clients, in collaboration with the school's Distance Learning Plans, including 1:1 behavioral and academic supports, as well as the piloting of remote social skills groups. The SBAP has also offered supports for the prep and delivery of school breakfast and lunches to all of our area schools. Since April 1st, staff supported Berkshire Elementary School four days per week from 6am-12:30pm. This has been a terrific initiative to be a part of getting healthy meals and academic materials to the homes of around 250 K-8 students and their families in the community! The COVID-19 pandemic has highlighted not only the incredible importance of the behavioral and mental health supports provided by NCSS school-based programs, but the complexity of organization and communication which goes into providing these services.

PARENT CHILD CENTER CREATES VIRTUAL GROUPS

The Parent Child Center of NCSS created virtual groups for parents and caregivers due to the inability to meet in-person as would normally occur. The Early Childhood Support team incorporated new opportunities, such as Virtual Story Time, every week live on Facebook with a story and related activity, these events garnering upwards of 200 views each story time. Another example of a group transitioning to virtual sessions is the 5-week class, Parenting the Strong-Willed Child.

**NORTHWESTERN
COUNSELING**
& SUPPORT SERVICES
Parent Child Center



ADAPTING SERVICE DELIVERY IN A COVID-19 WORLD *continued*

BEHAVIORAL HEALTH DIVISION MEETING DEMANDS

Crisis and Mobile Outreach services remained available to meet the needs of the community by contacting 802-524-6554 then press 1. Psychiatry, outpatient, and case management services transitioned from face-to-face to almost 100% remote utilizing ZOOM and the phone to maintain a quality standard of care. The integrated health team continues their work with the NMC Emergency Department, NOTCH sites, and Primary Care Providers (medically centered homes) working remotely. In addition to maintaining 24/7 staffing for our residential programs, we continue to strive to keep our crisis bed program operational for increasing demands. Continuing Outreach efforts across teams include: medication deliveries for those with severe mental illness to prevent decompensation, direct support in home for those in distress, continuing partnership with law enforcement and outreach to individuals based on call needs. Consultation to other provider systems is also an area of increased activity. We continue to answer calls for Vermont during designated hours for the national suicide lifeline.

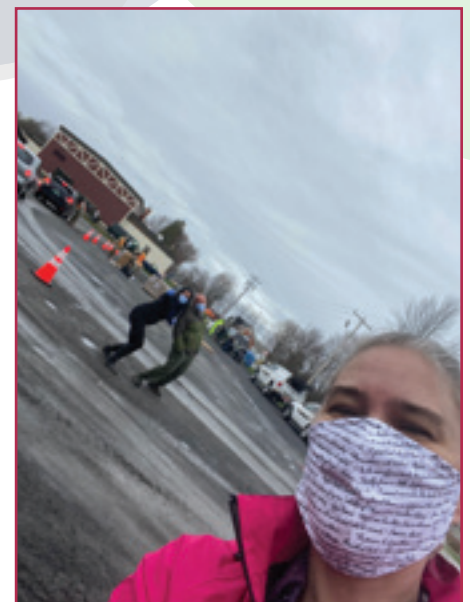
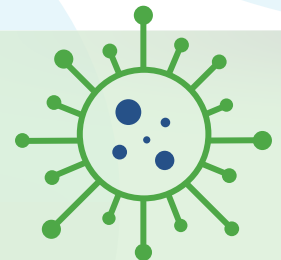
All 5 of our Residential programs have remained operational with precautions based on the latest information available from licensing authorities. Crisis and Mobile Outreach are having direct contact with clients out in the community, particularly during more extreme need circumstances. CRT Intensive Case Management continues to provide medication deliveries, and CRT case managers are doing direct contact outreach based on needs.

The Pandemic is creating an opportunity to modify some of our programs and practices to meet needs in more effective ways.

SPECIAL PROJECTS TO MEET COMMUNITY NEEDS

In addition to adapting our practices to increase demands of those we currently serve, we are also engaged in some special projects to meet community needs:

- Crisis and mobile outreach law enforcement support to the Woodside temporary location at Doctor's Office Commons.
- Meals on Wheels support to Age Well given drop in volunteers (Mobile Outreach Team).
- Homeless support through training provided to residents of shelter on ways to manage anxiety while in a shelter with stay at shelter order (Integrated Health Team).
- Increased outreach with law enforcement through Mobile Outreach team located in Vermont State Police and St. Albans City Police as well as response to other law enforcement.
- Emergency Shelter Outreach - There are 4 hotels in the area housing approximately 90 individuals who are homeless. We have been supporting them through our Mobile Outreach team and direct contact as well our Integrated Health team signing up individuals through the Coordinated Entry process. Recent meeting with new leadership at Samaritan House helped identify a training and support plan for them in a variety of areas.
- Outreach to National Guard Food Distribution site for additional support for individuals struggling. Mobile Outreach team is coordinated through the Agency of Human Services Field Director & the National Guard.
- The Integrated Health Team and their efforts to implement suicide prevention screening and treatment in primary care and special medical care practices has also resulted in the this program being invited by the medical community to present their approach to the larger Vermont Suicide Prevention Symposium in August 2020.
- Consultation and training to NMC on implementing an end of shift review model to manage acute stress as well as support for a peer to peer program they are developing. Likely to provide support in end of shift reviews through crisis team.
- Participating in a discussion on mental health related concerns with team at Collins Perley Sports and Fitness Center (date to be scheduled).



Heather Getty in the foreground at a Meals Ready to Eat distribution site.

OUR OFFICE LOCATIONS

MAIN OFFICE

107 Fisher Pond Road
St. Albans | 524-6554

TED MABLE FAMILY CENTER

130 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

ACADEMY OF LEARNING

27 Lower Newton Street
St. Albans | 782-8694

MAPLEVILLE DEPOT

20 Mapleville Depot
St. Albans | 524-6554

DOCTORS OFFICE COMMONS

12 Crest Road
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

SATELLITE LOCATION IN VERMONT ADULT LEARNING

5 Lemnah Dr., St Albans

RESIDENTIAL PROGRAMS AND MORE!

NORTHWESTERN COUNSELING

& SUPPORT SERVICES

we're here for you

590
Employees

People served
during fiscal
year 2020

4,096

Locations
18

A GREAT PLACE TO WORK,
a great place to receive care.



LEARN MORE
about our services at
www.ncssinc.org



VERMONT
CARE
PARTNERS



NCSS is a member of the Vermont Care Partners statewide network of sixteen non-profit, community-based agencies providing mental health, substance use and intellectual and developmental disability support.