

HowardCenter
Service Year At-A-Glance
July 1, 2010 – June 30, 2011

Clients Served

Mental Health & Substance Abuse Services

Adult Mental Health and Substance Abuse Counseling Services	1,912
Community Support Programs	718
Crisis Services	1,262
ASSIST	424
ACT I	1,755
Bridge	433
Franklin/Grand Isle Substance Abuse	608
CRASH Program	753
Chittenden Clinic	306
Twin Oaks Counseling	175
TOTAL	8,346

Developmental Services

Shared Living Homes	183
Supervised Living	42
Group Homes	24
In-Home Family Supports	129
Shared Parenting	3
General Respite	282
TOTAL	663

Child, Youth & Family Services

Intensive Family-Based Services	108	Early Childhood	120
Residential Treatment	120	Autism Spectrum Program	29
Alternative Schools	196	Respite	22
Outpatient Services	743	Community Friends	77
Case Management	168	Centerpoint	545
JOBS	63	First Call for Children and Families	1,188
School Services	887		
INCLUSION	25	TOTAL	4,273

Demographics

Agency clients are 58% male and 42% female. Ages served are 5 and under, 3.6%; 6 – 12, 13.0%; 13 – 17, 13.7%; 18 – 34, 36.2%; 35 – 64, 30.8%; and 65+, 2.7%. The persons of color client population is approximately 10.6%. The majority of individuals served are low income. Communities with the highest number of individuals served are 1) Burlington, 2) Essex Junction/Essex Town, and 3) Colchester.

Program Outcome Summary

Mental Health & Substance Abuse Services:

Adult Mental Health and Substance Abuse Outpatient Services – Client Satisfaction Survey results indicate that 96% of individuals responding are satisfied with services; of clients completing at least six sessions for substance abuse treatment, 68% reported decreased frequency of use at discharge.

ASSIST – 96% of all clients were discharged to a less restrictive level of care.

ACT I – 56% of incapacitated clients were kept at ACT I, avoiding incarceration at the Correctional Center.

Bridge – 87% of clients stayed in the program until recommended discharge.

Chittenden Clinic – 95% of clients reported that they are satisfied with their treatment and would refer other individuals to the Clinic for treatment.

Child, Youth & Family Services:

First Call for Children and Families – 97% of phone call were returned within 15 minutes.

Intensive Family-Based Services – 88% of children remained in the home at discharge. (Placement Prevention Services)

Children’s Outpatient Counseling – 94% of active clients or their parents responding to a satisfaction survey strongly agreed or agreed that overall, outpatient counseling services were helpful.

School Services – 61% of children or adolescents receiving services showed improvement in academic performance.

Community Friends – the average length of a Community Friends mentoring match was 3 years 3 months.

Developmental Services:

Children and Families – 99% of children served through Intensive In-Home Supports remained living with their families.

Shared Living Homes – 183 individuals with developmental disabilities were supported in Shared Living Placements with individuals or families throughout the community.

Group Homes – There was a 94% stability rate for residents in our adult group homes.

Independent Living – 99 individuals with developmental disabilities were supported to live independently in the community.

Project Hire - 108 individuals were working one year or longer. 90% of individuals surveyed reported that they are satisfied with their job.

Progress Toward Long Range Agency Goals

- The Council for Excellence focus during FY2011 continued on the People circle and its connection to creating Service excellence. The Agency also worked towards developing a Leadership Model for aligning the agency strategic plan with outcomes, measures, and benchmarks.
- Electronic Health Records (EHR) Project – As of the end of the fiscal year, 25 programs had been brought onto the system. The implementation plan is on track to have all programs on the PsychConsult records system by the end of the 2011 calendar year.
- Seamless System of Care Committee continued work on “No Wrong Door” initiative by enhancing on-line resources for all staff to use in making appropriate connections for people seeking services from HowardCenter. The committee also worked with Human Resources staff to develop new trainings in support of the initiative.
- Continued advertising to encourage individuals with disabilities to apply for employment

For More Information

For more detail or background on any item presented in this report, please contact Mary McKearin, Planning and Development Director, at 488-6910 or marym@howardcenter.org.