

FY17 Impact & Outcomes Report

PLUS 2017 Agency Highlights • 2018 Wall Calendar

Providing
mental health,
substance use, and
developmental
services

Welcome Bienvenue ترحيب
Bienvenidos Sudhowaada
Dobrodošli 欢迎 Karibu
Hân Hoan Đón Chào
स्वागतम् ཐེགས་པར་དགའ་བཟུ་བྱ། မင်္ဂလာ



Human Resources Team



EVERYONE IS WELCOME HERE.

Welcome to our Annual Impact Report 2017

HELPING OUR COMMUNITY SINCE 1865



Bob Bick,
Chief Executive Officer

Dear Friend,

We are pleased to bring you this annual impact report which includes a sampling of the ways we continue to improve the well-being of our neighbors and community. As in previous years, our staff of 1,500 supported more than 16,000 service recipients across 50 programs, many operating 24 hours a day, in over 60 locations.

This year, our Chittenden Clinic and Safe Recovery programs reached milestones that show real progress in the struggle to provide timely access to treatment and expanded overdose prevention support for individuals seeking assistance from opioid use.

And as the community we serve becomes more diverse, we have increased our efforts to ensure that all members of our community receive the help they need by enhancing access to translation services and supports which respect the cultural and linguistic traditions of the individuals and families we serve.

In addition to the many accomplishments highlighted in this report, we are challenged by the ever-growing need for sustainable financial support to meet the increasing and increasingly complex needs of those we are honored to serve. That is why this year we have begun to explore entrepreneurial solutions that will support our efforts to meet the needs of those we serve while improving our financial sustainability.

You have probably noticed a change in the format for this year's report. We chose this calendar format in the hopes that you will keep it handy throughout the year. It is our reminder to all members of our community that **"Help is here,"** 24/7, every day of the year.

With gratitude for your interest and support,



Gail Stevenson, Ph.D.,
President, Board of Trustees

Gail Stevenson, Ph.D.
President, Board of Trustees

Bob Bick
Chief Executive Officer

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as of June 30, 2017

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Kathy Connolly
since 1999

**Thank
you to our
outgoing
board
members!**



Matthew Frazee
since 2012

How We Help: Individuals Served

Everyone is welcome here. We provide services from birth through end of life.



**Crisis
Services**

2,543

**Outpatient
Services**

2,995

**Employment
Programs**

492

**Residential
Services**

735

**School
Based
Services**

1,353

**Community
Based
Support**

2,244

**Medication
Assisted
Treatment
Services**

1,257

How We Are Doing

Client satisfaction is our top priority. Here's what our clients have to say:

The services
I received
were right
for me.

89%

My/Our
quality
of life
improved.

84%

The services
I received
made a
difference.

86%

Staff
treated
me with
respect.

92%

I received
the help
that I
needed.

88%



Program Highlight

The Winooski Family Center

The Winooski Family Center is a key community resource for any Winooski family with young children. The program, a collaboration among Howard Center, the Winooski School District, and the Winooski Housing Authority, has culturally competent family-engagement services.

Recently, the Center received the **Sally Fox Award** from the Vermont Children's Trust Foundation. The award honors Senator Sally Fox's contributions to the well-being of Vermont Children.

"Our job is to give parents the confidence they need to be an engaged advocate and parent. We also connect families with local services that are beyond the scope of what we're able to provide."

— Karen Prosciak, Director

Sally Fox Award
check presentation



Where We Help

We help people get the support they need in a variety of settings—in our outpatient offices, in homes, in schools, at local businesses, and in residential settings.

Total
Residential
Locations

22

Total
Individuals
in Residential
Programs

735

Residents
at “72”

15

Program Highlight Residential Services

Our residential services support people in varying types of living situations to accommodate individual needs and preferences. At “72,” just one of our residential homes, individuals with mental health challenges receive support 24/7/365. Peter Burns, a residential counselor, says, “Residential homes are important because some clients need support to be able to live more independently. Our daily home-style meal creates a sense of community and gives people the chance to connect with each other in a family-like setting. Everyone wants to feel a sense of belonging.”

“The food is excellent, and I enjoy the friendships. The group home is important to me because there is someone here when I have fears.”

— 60-year-old resident



Staff at “72,” a residential home

PROGRAM HIGHLIGHTS: School Programs

Numbers reflect students served.

In addition to our four therapeutic schools for children in grades K-12, we have a clinician in nearly every school in Chittenden County.

School
Services
Program

745

Autism
Spectrum
Program

27



Betsy Cain retired in 2017. We are grateful for her many contributions.

“Knowing that your child is going to school with such caring and talented people is the best feeling in the world.”

— Parent

All
Therapeutic
Schools

170

Inclusion
Program

37

Jean Garvin
School

35

Centerpoint
School*

62

*In collaboration with
NFI and Matrix

Fay Honey
Knopp
School

16

Baird
School

57



Baird School staff

The supportive environments and unique learning opportunities we offer are designed to inspire personal growth and to help students address emotional or behavioral challenges that interfere with academic success.

PROGRAM HIGHLIGHTS:

Substance Use Treatment



September 2017 Press Conference

Photo Credit: VBM Photo

Chittenden Clinic: Waiting List Eliminated

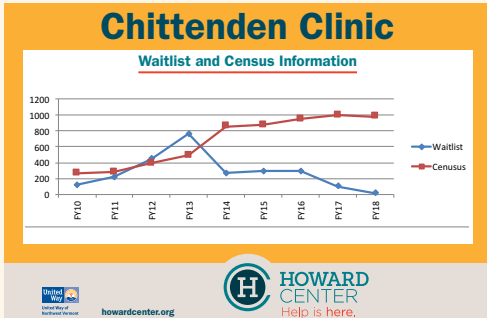
Within the past year, the Chittenden Clinic reduced its waitlist for Medication Assisted Treatment (MAT). Now, individuals struggling with opiate use can schedule treatment immediately. The reduced wait list is due to a concerted community effort that relied on the resources and support of numerous groups, including the Community Health Centers of Burlington, UVM Medical Center, Howard Center's MAT spoke program at 300 Flynn Avenue, and members of the Chittenden County Opioid Alliance.

Safe Recovery: A Bridge to Treatment

Howard Center's Safe Recovery program has been distributing free, anonymous overdose reversal kits since December 2013. Since then, the program has confirmed more than 1,000 overdose reversals as a result of the more than 15,000 doses that the program has distributed. Grace Keller, Program Coordinator, adds, "We've also trained 1,000 community providers, school personnel, and homeless shelter staff to administer Naloxone."

"Giving someone a Naloxone kit is often a bridge to treatment and the first step to accessing other services."

— Grace Keller



Safe Recovery staff

Individuals
trained to
administer
Naloxone

1,000

Naloxone
kits
distributed
since 2013

15,000

Naloxone
overdose
reversals
in 2017

271

Referred to
treatment

854

Total Clients
Served

1,499

Developmental Services

Last year our programs provided developmental services to 997 individuals and their families.



Safety Connection: Inspiring Independence

For the last decade, Safety Connection has helped adults with developmental disabilities live independently in the community of their choice. The program relies on a combination of technology and trained staff to assist youth in transition, adults, families, and elders who wish to live independently. In addition to wellness monitoring, Safety Connection supports case management services. Due to its success, Safety Connection is poised to expand outside of the developmental disability community to help older adults and those with chronic conditions who require additional support to age in place and/or live safely at home.

“The program has helped me live independently and helps me feel safe. It’s comforting to know that they are always there if you need them . . . who knows where I would be without them.”

–Safety Connection client

**Individuals
served
through
Safety
Connection**

75

Innovation: A Strategy on the Path to Sustainability

To be called an innovation, an idea must be replicable at an economical cost and must satisfy a specific need. Howard Center has been innovating programs and services for years. The missing piece has been that our primary payer has been Medicaid. That is where we are working to turn the curve. This year, we hired a Director of Innovation to develop externally focused entrepreneurial ventures that are consistent with our agency mission and values and intended to help diversify funding and improve the financial sustainability of our organization.

Could Safety Connection help you or a loved one? For more information, email CathieB@howardcenter.org.



Celebrating Our Successes

**Businesses
providing
employment**

175

Project Hire: 35 Years and Going Strong

This year marked the 35th anniversary of Project Hire, a Howard Center supported employment program for individuals with developmental disabilities. The program helps adults find meaningful, competitively-paid employment and provides career development and employment support.



Celebrating a Life Well Lived

A highlight of the Project Hire reception was the introduction of The Steve Cohen Fund. Steve worked at Healthy Living in South Burlington with support from Project Hire for over 17 years. When Steve passed away, Linda Morrow and Sue Ming and their family honored his memory by establishing The Steve Cohen Fund which provides Project Hire with significant funding to support client employment.



**“We created
The Steve
Cohen Fund
to raise
money to
support
others with
aspirations
to work and
to contribute.”**

— Linda Morrow,
Steve’s mom

**Dollars
earned by
clients**

\$1,031,427

**Individuals
receiving
support**

207

**Savings
to Social
Security**

\$419,711

Thank You, Staff!

Each year, we celebrate staff who have achieved 10+ years of service. Congratulations to all those who were recognized this year for their milestone anniversaries.



**Many thanks to
all our staff for
the work they
do every day.**



January

Mental Wellness Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
 <p>Rally for Change: Round up at City Market this month to support the Street Outreach Team.</p>	<p>1</p> <p>Solemnity of Mary <i>Catholic</i></p> <p>New Year's Day Agency Holiday</p>	<p>2</p>	<p>3</p>	<p>4</p>	<p>5</p> <p>Birthday of Guru Gobind Singh Ji <i>Sikh</i></p>	<p>6</p>
<p>7</p> <p>Christmas <i>Eastern Orthodox</i></p>	<p>8</p>	<p>9</p>	<p>10</p>	<p>11</p>	<p>12</p>	<p>13</p>
<p>14</p>	<p>15</p> <p>Dr. Martin Luther King Jr. Day Agency Holiday</p>	<p>16</p>	<p>17</p>	<p>18</p>	<p>19</p>	<p>20</p>
<p>21</p>	<p>22</p>	<p>23</p>	<p>24</p>	<p>25</p>	<p>26</p>	<p>27</p>
National Drug and Alcohol Facts Week						
<p>28</p>	<p>29</p>	<p>30</p>	<p>31</p> <p>Mental Health Advocacy Day</p>	<p>This calendar includes agency, cultural, and religious holidays which may require observers to restrict or limit their work. This is not an all-inclusive list of observances.</p>		

February

Get Ready to Curl!

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<p>Join us for our Curling Challenge in March. For details and to register, visit www.howardcenter.org.</p>				1	2	3
4	5	6	7	8	9	10
Children's Mental Health Week						
11	12	13	14	15	16	17
		Maha Shivaratri <i>Hindu</i>	Ash Wednesday <i>Catholic</i>		Chinese New Year Begins <i>Multi-faith</i>	Birthday of Ramakrishna Jayanti <i>Hindu</i>
18	19	20	21	22	23	24
	Presidents' Day Agency Holiday					
25	26	27	28			
			Purim begins <i>Jewish</i>			

March

National Developmental Disabilities Awareness Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Our programs provided support to 997 individuals who were diagnosed with a developmental disability. Social Work Month • Brain Injury Awareness Month			 Check our website for this month's Community Education session.	1 Purim ends <i>Jewish</i>	2	3
4	5	6 National Recovery Day	7	8 Howard Center CURLING CHALLENGE 	9	10
11 Daylight Saving Time Begins	12	13	14	15	16	17
18	19	20 First Day of Spring	21 Naw-Ruz <i>Bahá'í</i>	22	23	24
25 Rama Navami <i>Hindu</i>	26	27	28	29	30 Good Friday <i>Christian & Catholic</i> Passover Begins <i>Jewish</i>	31

April

National Autism Awareness Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Easter Christian	2 	3 Check our website for this month's Community Education session.	4	5 National Alcohol Screening Day	6 Good Friday Eastern Orthodox	7 Passover Ends Jewish
National Public Health Week						
8 Easter Eastern Orthodox	9	10	11	12	13	14 Vaisakhi/Baisakhi Sikh
15	16 National Stress Awareness Day	17	18	19	20	21 1st day of Ridvan Bahá'í
22	23	24	25	26	27	28
29 Ridvan (9th day) Bahá'í	30	<p>Last year Howard Center provided support for 382 individuals diagnosed with autism spectrum disorder, and 47 youth pursued post-secondary educational options through the SUCCEED Program.</p> <p>Alcohol Awareness Month • Child Abuse Prevention Month • Counseling Awareness Month • National Stress Awareness Month • Jean Garvin School 20th Anniversary Celebration</p>				

May

Mental Health Awareness Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Last year, 2,995 individuals received therapeutic support through our Outpatient Counseling Services.		 Check our website for this month's Community Education session.	1	2	3	4
			Ridvan (12th day) <i>Bahá'í</i>			5
6	7	8	9	10	11	12
				National Children's Mental Health Awareness Day Feast of the Ascension <i>Catholic</i>		
13	14	15	16	17	18	19
		1st day of Ramadan <i>Islam</i>				Shavuot <i>Jewish</i>
20	21	22	23	24	25	26
Shavuot <i>Jewish</i>	Shavuot <i>Jewish</i>		Declaration of the Bab <i>Bahá'í</i>	See us at VT Chamber Business and Industry Expo Declaration of the Bab <i>Bahá'í</i>		
27	28	29	30	31	• National Trauma Awareness Month • Hepatitis Awareness Month	
	Memorial Day Agency Holiday	Vesak-Buddha Day <i>Buddhist</i>				

June

Aids Awareness Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Our Safe Recovery Program provided free HIV testing to individuals as a bridge to treatment for many struggling with opiate use. Post-traumatic Stress Disorder Month					1	2
3	4	5	6	7	8	9
10	11	12	13	14 Eid al-Fitr <i>Islam</i> Ramadan Ends <i>Islam</i>	15 Eid al-Fitr <i>Islam</i>	16 Martyrdom of Guru Arjan Dev Sahib <i>Sikh</i>
17	18	19	20	21 First Day of Summer	22	23
24	25	26	27	28	29	30

July

National Minority Mental Health Awareness Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
			Independence Day Agency Holiday			
8	9	10	11	12	13	14
	Martyrdom of the Bab <i>Bahá'í</i>	Martyrdom of the Bab <i>Bahá'í</i>				
15	16	17	18	19	20	21
						Tisha B'Av <i>Jewish</i>
22	23	24	25	26	27	28
Tisha B'Av <i>Jewish</i>						World Hepatitis Day
29	30	31	We offer translation services and supports which recognize the cultural and linguistic traditions of the individuals and families we serve.			

August


Back to School

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
In addition to helping students in our four therapeutic schools, we provide support to an additional 745 students through our School Services program.			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
			Feast of the Assumption of Mary <i>Catholic</i>			
19	20	21	22	23	24	25
	Eid al-Adha <i>Islam</i>	Eid al-Adha <i>Islam</i>				
26	27	28	29	30	31	



September

National Recovery Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					Check our website for this month's Community Education session.	1
2 Krishna Janmashtami <i>Hindu</i>	3 Labor Day Agency Holiday	4	5	6	7 Paryushan Begins <i>Jain</i>	8
9 Pride Festival (Vermont) Rosh Hashanah <i>Jewish</i>	10 Rosh Hashanah <i>Jewish</i>	11 Rosh Hashanah <i>Jewish</i>	12	13	14 Paryushan Ends <i>Jain</i>	15
16	17	18 Yom Kippur <i>Jewish</i>	19 Yom Kippur <i>Jewish</i>	20	21	22
23 First Day of Autumn Sukkot Begins <i>Jewish</i>	24	25	26	27	28	29
30 Sukkot Ends Shemini Atzeret <i>Jewish</i>	First Call of Chittenden County provided 2,392 crisis assessments and distributed 5,000 Suicide Prevention booklets. National Suicide Prevention Month					

October

National Depression and Mental Health Screening Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<p>Down Syndrome Awareness Month • Disability Awareness Month • Bullying Prevention Month</p>	1 Shemini Atzeret Simchat Torah <i>Jewish</i>	2 Shemini Atzeret Simchat Torah <i>Jewish</i>	3 	4 Check our website for this month's Community Education session.	5	6
7 Columbus Day (Observed)	8	9	10	11	12	13
Mental Illness Awareness Week						
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31 Samhain <i>Wiccan & Pagan</i>	<p>When is depression more than just the blues? Visit our web site at www.howardcenter.org to learn more about depression.</p>		<p>HOWARD CENTER'S Help is Here Award Celebration Check our website for details.</p>

November

National Caregiver's Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Did you know? Our 700 respite workers provide valuable support services for many of the families we serve.			Check our website for this month's Community Education session.	1 All Saints Day <i>Catholic</i>	2 All Souls Day <i>Christian & Catholic</i>	3
4 Daylight Saving Time Ends	5	6 Election Day	7 Diwali <i>Multi-faith cultural holiday</i>	8	9 Birth of Bahá'úllah <i>Bahá'í</i>	10 Birth of Bahá'úllah <i>Bahá'í</i>
11	12 Veteran's Day (Observed) Agency Holiday	13	14	15	16	17
18 International Survivors of Suicide Day	19	20 Mawlid-al-Nabi <i>Sikh</i>	21	22 Thanksgiving Day Agency Holiday	23 Birthday of Guru Nanak Dev Sahib <i>Sikh</i> Agency Holiday	24 Martyrdom of Guru Tegh Bahadur Sahib <i>Sikh</i>
25	26	27	28	29	30	

December

National Drunk and Drugged Driving Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
Chanukah Begins <i>Jewish</i>	International Day of People with Disabilities					Bodhi Day <i>Buddhist</i>
9	10	11	12	13	14	15
Chanukah Ends <i>Jewish</i>						
16	17	18	19	20	21	22
					First Day of Winter	
23	24	25	26	27	28	29
	Agency Holiday	Christmas Day <i>Catholic</i> Agency Holiday	Kwanzaa Begins <i>Cultural Holiday</i>			
30	31	Celebrate sober this holiday season!				

About Howard Center



Howard Center Services — By The Numbers

Individuals Served in FY17	16,000+*
Howard Center Locations	60+
Howard Center Employees	1,500
When we provide service	24/7/365

* These numbers include 8,456 clients and an estimated 8,000 individuals who receive support and services (particularly crisis services) without officially enrolling as clients.

Who We Help — By Age

Ages 0 - 5	358
Ages 6 - 12	1,025
Ages 13 - 17	1,047
Ages 18 - 24	1,166
Ages 25 - 59	4,402
60 and over	452
Not known	6

FY 17 Financial Summary

ANNUAL BUDGET: \$93,541,728



Medicaid	81%
Other State	16%
Other Federal5%
Local/private	2.5%

Community Based Services	48%
Crisis Services	7%
Medication Assisted Treatment Services	8%
Outpatient Services	6%
Residential Services	15%
School Based Services	16%



Workforce	78%
Program/Operational Support	22%

AGENCY ADMINISTRATIVE RATE = 2.9%

Howard Center's complete audited FY17 financial statement is available upon request.

PARTNER ORGANIZATIONS



OUR MISSION

To improve the well-being
of children, adults, families,
and communities.

First Call

FOR CHITTENDEN COUNTY

802-488-7777



**HOWARD
CENTER**
Help is here.

First Call for Chittenden County

Phone and in-person support • Individual crisis assessment
Short-term crisis management • Referrals to appropriate services
Information about community resources • Suicide prevention
training • Post-tragedy and disaster response



Complimentary copies
available: 802-488-6912



**HOWARD
CENTER**
Help is here.

Support Our Work

Make a Gift!

Thank you for supporting Howard Center and the people we serve! For a quick and easy way to give, go to howardcenter.org and click the donate button. You can also mail a check payable to Howard Center to 208 Flynn Avenue, Suite 3J, Burlington, VT 05401. Or stop in with your contribution and say hello.



Purple Legacy Society

Looking to make a difference? Howard Center's Purple Legacy Society recognizes the legacy of John Purple Howard and his family. The Society offers an option for people who care deeply about the individuals and families we serve and want to make gifts of lasting value through bequests and other planned gifts. We are pleased to partner with the Vermont Community Foundation to offer charitable gift annuities. Please consider including Howard Center in your will or estate plan.



In Memorium

Matt Young – 1948-2017
Street Outreach founder and director



The Eleanor R. Liebman Fund: Continuing the Legacy



In 2012, Anthony Quintiliani, a former Howard Center clinical director, established the Eleanor R. Liebman Fund in memory of his wife, Ellie. Through Anthony's generous legacy gift, we are able to support enrichment activities that lead to inner calm, happiness, joy, and fun for adults with severe and persistent mental illness.



Help is Here Award 2017

This year, we celebrated our second Help is Here Award honoree Whit Smith, in recognition of the significant legal support he has provided to organizations that serve individuals with disabilities and their families and

those with limited resources. The annual award honors an individual whose contributions personify Howard Center's mission and demonstrate a passion for those served by the organization. Congratulations and thank you, Whit!

Visit www.howardcenter.org mid-year for information about our 2018 celebration event.



**HOWARD
CENTER**
Help is here.

Learn more about our work at www.howardcenter.org.

We couldn't do it without you.



Thank you for your support.



**HOWARD
CENTER**
Help is here.

FY17 July 1, 2016 - June 30, 2017

SINCE 1865

Thank you for supporting our work.

THANK YOU TO OUR DONORS — WE COULDN'T DO IT WITHOUT YOU!

July 1, 2016 – June 30, 2017

Sharon Adams
Barb and Jim Adams
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Beverly Allen
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Patricia Bauerle
Christina Bazzano
Fiona Beaman
Shamus Beaman
Nadya Bech-Conger
Jim Becker
Tricia Becker
Sophie Bell and Joseph Entin
Brenda Bennett

PLEASE NOTE

We have changed our donor list format. This year, all contributors are listed in alphabetical order, instead of by giving level. If we've missed you, our sincere apologies. Please contact Martie Majors at 802-488-6911 or mmajors@howardcenter.org.

In future years, please find our donor list online at www.howardcenter.org.

Nauticah Benoit
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This year, our Community Friends Mentoring Program became part of Big Brothers Big Sisters of Vermont to continue to provide mentoring for children and youth. Thank you to all the mentors, supporters, and donors who made valuable contributions to the Community Friends Mentoring program.

Bill Bissonette
Rob Anderson
Phyllanne Armstrong
Gregory Audette
Anne August
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Beth Barnes



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Mary Zimmerman

“Until you have a child with special needs, you never fully comprehend how critical the need is. It’s about much more than updating a bathroom that is not safe and functional. It’s about providing hope and a better quality of life for those who truly need it.”

—Zoe’s Race project recipient