

ANNUAL IMPACT REPORT

FY 2016



Introducing our new First Call for Chittenden County Team

PLUS 2016
CALENDAR YEAR
HIGHLIGHTS

Our Mission

Howard Center improves the well-being of children, adults, families, and communities.

Our History

Howard Center has a long and rich history as a trusted provider in our community. With a legacy spanning 150 years, Howard Center has been leading the charge for progressive, compassionate, high quality care and treatment for those members of our community in need. Founded in 1865 as an agency serving the children of the destitute, it now offers life-saving professional crisis and counseling services to children and adults; therapeutic interventions and education programs for children with emotional and behavioral issues; supportive services to individuals with autism and intellectual disabilities who need help with education, employment, and life maintenance skills; and counseling and medical services for adults struggling with substance use and mental health issues.

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A publication of the Howard Center Development and Communications Office, Martie Majoros, editor.
208 Flynn Avenue #3J, Burlington, VT 05401

We've done our best to acknowledge all of our FY16 (July 1, 2015–June 30, 2016) donors, volunteers, and community partners. We apologize if we've missed you. Please call (802) 488-6911 so we can update our records.

On the cover: First Call for Chittenden County Staff, November 2016



THANK YOU TO OUR DONORS

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Welcome to our Annual Report 2016

HELPING OUR COMMUNITY SINCE 1865



Bob Bick,
Chief Executive Officer

Dear Friends,

Once again we are pleased to provide you with an annual report that summarizes the remarkable range, depth, and personal impact of services and supports provided by Howard Center, this time for our 2016 fiscal year. In the service of our mission *to improve the well-being of children, adults, families, and communities* our 1,500 staff supported more than 16,000 people across 50 programs, many operating 24 hours a day, in over 60 locations. The data and graphics in this report highlight our intentional commitment to quality, successful outcomes, and economic accountability.

We are rightfully proud of all that we do. However, healthcare and social services systems are and will be undergoing seismic changes. This means that continued responsiveness to those we serve requires better program and economic information so that we can manage better and more nimbly. After years of inadequate funding, we must do more to build a sustainable business model to position us to offer the programs and supports that will meet the growing and increasingly complex challenges we are and will be asked to address. We hope you find this report informative, the client stories inspiring, and, when all is said and done, you have a greater appreciation for the critical role that Howard Center plays in the health and well-being of our community.

With gratitude for your interest and support,



Gail Stevenson,
President, Board of Trustees

Gail Stevenson
President
Board of Trustees

Bob Bick
Chief Executive Officer

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*Donor for five or more years.

Who We Are

60+

Howard Center
locations

1,500

Howard Center
employees

24/7/365

When we provide
service

8,467*

Clients served in
fiscal year 2016

* These numbers do not include an estimated
8,000 individuals who receive support
and services (particularly crisis services)
without officially enrolling as clients.



Who We Help

Ages 0 - 5

376

Ages 6 - 12

1,004

Ages 13 - 17

1,034

Ages 18 - 24

1,064

Ages 25 - 59

4,317

60 and over

467

Not known

6

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Michael Green and Sarah Muyskens*
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Church Street Marketplace
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Louise Coates
Jim and Ellen Coates

* Donor for five or more years.

How We Help

New clients
1,815

Clients receiving
multiple services
2,150

Crisis Services
2,476

Outpatient
Services
3,117

Medication Assisted
Treatment
1,156

Please note: These numbers may contain a duplicate count as clients may receive more than one type of service.

Residential
Services
699

School Based
Services
1,317

Community Based
Support
2,096

Employment
Programs
493

Help is Here for Dawa



“I still miss my friends and family very much, but my mother and I are making new friends, and having a job I like really helps.”

— Dawa

To protect client confidentiality, the descriptions included here represent a composite of clients.

Dawa arrived in Vermont with his mother five years ago, directly from a refugee camp in Bhutan. His father and younger sister both died prior to making the trip. Life has been hard – they have experienced more grief and trauma than some experience in a lifetime. Losing their family, friends, and community; living in extremely difficult conditions in the camp; and making an immense cultural transition has been challenging. They have both received mental health counseling and support from Howard Center, and Dawa receives Project Hire employment services so that he can work 20 hours a week.

Here in Vermont, Dawa and his mother are making their way. They have found peace, hope, and help, both in their community and from Howard Center.

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Amy Mellencamp and Charles Smith*

*Donor for five or more years.

Help is Here for Amber



“Without this program, I wouldn’t have my life back.”

— Amber

Amber, a 35-year-old with a young son, is a professional woman who receives medication assisted treatment at the Chittenden Clinic. During her active heroin use, the Vermont Department for Children and Families (DCF) removed her son Sam from the home. Three years into her recovery, Amber was reunited with Sam. Their life is not always easy, but Sam is in kindergarten and play therapy, and they have established a regular schedule, routine, and family life. Through employment and volunteer work, Amber has been able to give back to the community, sharing her story to help others who are struggling with addiction and advocating in the Vermont Legislature for recovery programs.

To protect client confidentiality, the descriptions included here represent a composite of clients.

How We Are Doing

I received the help I needed.

93%

The services I received were right for me.

92%

Staff treated me with respect.

95%

The services I received made a difference.

93%

My/Our quality of life improved.

90%

Mercy Connections
Susie and Ben Merrick*
Alex Messinger
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*Donor for five or more years.

New Crisis Service



In an effort to better serve Chittenden County residents, we introduced a new crisis program: **First Call for Chittenden County** (FCCC). The new program integrates two of our existing crisis services—First Call for Children and Families and Adult Mobile Crisis. The 24/7/365 crisis line is for Chittenden County residents of all ages who are experiencing a crisis. The Developmental Services Crisis Team will join FCCC in 2017.

As in the past, each caller defines the crisis. Based on the specific needs of the caller, our First Call clinicians offer a variety of assistance, including phone support, intervention, in-person assessment, and referrals. In addition, First Call for Chittenden County responds when there is a community tragedy and provides suicide prevention training.

Crisis services for everyone
ONE TEAM • ONE NUMBER

Help is Here for Ted

Ted has been hospitalized several times due to the voices he hears. Every day, he stops by Westview House for lunch. These visits help Ted to remain stable, connected to people, and in recovery.

Howard Center's Westview House is a member run house (one of the first of its kind in the country) where people living with various psychiatric challenges come for a healthy meal, social connection, and to work part-time, including sharing in the responsibility for cooking, house chores, and organizing activities. As coordinator, Valerie Koropatnick says, "It's a place to belong — a place to be needed, wanted, and expected."



"Sometimes lunch is my only home-cooked meal. My daily visit to Westview helps me stay connected to people and gives me purpose every day. We're like family here."

— Ted

To protect client confidentiality, the descriptions included here represent a composite of clients.

Leslie Tucker
Daniel and Kara Ukolowicz
Andrea Van Liew
Vermont Lake Monsters
Vermont Youth Orchestra
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Derek and Sara Whalen
Kimberly Whitcomb
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Jerica Young
Marie and Edward Zura

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TO \$99**
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Amanda Adams
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Lisa Brighenti and David Jenemann

*Donor for five or more years.

Thank you board members and volunteers.



Kathy Connolly,
Howard Center Board of Trustee since 1999

“Howard Center has given my son the gift of hope and given our family the ability to know the beautiful person he is.”

—KATHY CONNOLLY

When Kathy’s son was diagnosed with a mental health disorder at a young age, she turned to Howard Center’s First Call program to get the support and resources she and her family needed. Now a current board member, Kathy is an enthusiastic ambassador for others seeking assistance.



Mike Simoneau,
Howard Center Board of Trustee since 2004

Mike’s first introduction to Howard Center was as a real estate broker, helping the agency find available locations to expand its offices. A short time later, he joined the Board. He says, “Most people want to add value, and it’s gratifying to discover that you are able to make a difference.”

“We are definitely an organization that people can contribute their time and talents to and know that they are making a lasting contribution.”

—MIKE SIMONEAU

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Keith Brown
Bruce S. Markham Liv Trust
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T.J. Donovan and Jessica McCloud
Katie and Michele Dorey
Jason Douglas
Rebecca Douglas
Meagan Downey
Linda Dragon
Joy Dubin Grossman
Wendy Dubois
Mikayla Dubuque

We Couldn't Do it Without You.



Karen Allen,
Zoe's Race sponsor and volunteer

**"We're changing people's lives
by making everyday tasks a
bit easier and helping people
become more independent."**

—KAREN ALLEN

Karen has been a Zoe's Race sponsor and volunteer since the Race began in 2009. The annual event raises money for Howard Center families who need assistance making accessibility modifications to their homes. "I love the Race because we came up with a grass roots event which a large part of our community supports. In addition to the Race participants and sponsors, several architects, builders, and contractors all contribute to the remodeling projects," says Karen.



Mike Sitko and Connie Dollinger,
Curling Challenge co-directors and volunteers

**"I have learned how involved
Howard Center is in so many
areas of our community. I was
unaware of all the services
Howard Center provided."**

—CONNIE DOLLINGER

As members of the Green Mountain Curling Club, Mike and Connie have contributed hundreds of hours—many of them on the ice—to Howard Center's annual Curling Challenge fundraiser. To say we couldn't do it without them is not an exaggeration. They—and their club members—provide volunteers, equipment, expertise, and enthusiasm.

Tori Duprey
David Durfee
Kevin Durfee
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2016 Program Highlights



Durga Dhakal, Uli Schygulla, and Jas Wheeler in the ACT 1/Bridge office on Pearl Street.

ACT 1/Bridge

ACT 1 operates 24/7/365 and provides information, referrals, screenings, and assessments for individuals of all ages who are or are suspected to be incapacitated due to alcohol or other drugs.

413

Clients served

1,643

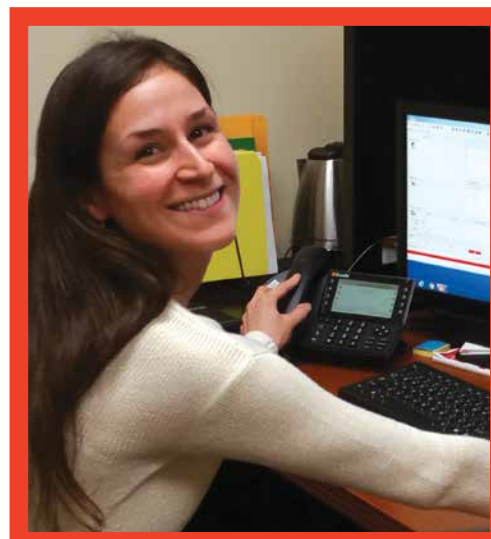
Public inebriate screenings

821

Screenings that prevented clients from jail, nearly 50%

94%

Clients reported receiving the help they needed



Safety Connection monitor Erin Daigle checks in with clients.

Safety Connection

The Safety Connection program helps individuals with developmental disabilities live independently in the community setting of their choice. Safety Connection uses technology and trained staff to deliver overnight support to Vermont youth in transition, adults, families, and elders who wish to age in place.

66

Individuals received overnight support

35

Individuals served are transition-age youth (age 18-34 years)

95%

Report feeling safe at home during the night

94%

Report they always get the help at night when they need it

Priscilla Witt Hood
Mary Hooshmand
Debi Hron
Linda Hughes
Tracie Hultgren
Nathaniel Hunt
Fran Huntoon
IBM Retiree Charitable Campaign
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Judith Mathison
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Jean Maynes
Wendy McArdle
Nanci McCrackin
Kara and Patrick McDonough

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2016 Program Highlights



Front: Alice Scannel, Jennifer Reges; Back: Mary Munns, Kerry McCracken Ducolon, Cara Gleason Krebs, Ellyn Leamon

School Services

Our School Services Program helps children, families, and school personnel address barriers that interfere with student achievement. Schools in Chittenden County contract with Howard Center to provide social work services to children and families.

43
Schools in Chittenden County with Howard Center clinicians

692
Students receiving services

92%
Students with improved or sustained attendance

81%
Students with improved and stable behavioral challenges



Matt Young and Casey Lee, from the Street Outreach Team, on the Church Street Marketplace.

Street Outreach

The Street Outreach Team works with individuals in the downtown Burlington Business District and surrounding areas, assisting those with mental health, substance use disorders, homelessness, and unmet social service needs access essential services.

939
People receiving services

1,000
Referrals made by Street Outreach to appropriate services

8,437
Total contacts

169
Calls for assistance from local merchants

Jamie McEnroe
Jim and Maureen McFadden
Nikki McFarland
Gary and Marie McGinnis
Laura McGrath
Alexa McGrath
Rich McGregor
MCHV Campus Gift Shop
Thomas McKean
Wendy and Daniel McKinnon
Susan McKinnon
Bruce and Claire McKnight
Whitney and Matt McKnight
Vic and Tami Menard
Merchants Bank
Aron and Sascha Merrill
Aaron Mertz
Richard Meyer

Melinda Meyerhoff
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Flossie Miller and Gerald LeBlanc
Maureen Miller
Robert Millikin
Donna Mills
Elaine Minadeo
Annemarie Miner
Kristina Ming Capps
Robert Mitchell
John Mitchell
Tracy Mitchell
James Modic
Ann Moffett
Robert Monette
Melanie Montagnon

Andrew Montroll and Barbara Komons-Montroll
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Anne Moore
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Introducing the Help is Here Award: Thank you, Lisa Steele!



Former Vermont Governor Madeleine Kunin, Lisa Steele, Honoree, and Gretchen Morse, former Secretary of the Vermont Agency of Human Services.

Throughout our 150-year history, Howard Center has been the beneficiary of generous community support through service, advocacy, education, collaboration, and philanthropy.

To express our gratitude, in 2016 we introduced an award to honor a person or organization whose contribution personifies a passion for our agency's mission and a commitment to helping the people we serve. We were proud to present our first Help is Here award to philanthropist Lisa Steele, in recognition of her many contributions toward helping us fulfill our mission.



"I am deeply touched and grateful for this recognition. For 150 years, Howard Center and its staff have played a vital role in our community. They change and save people's lives by helping them regain their dignity, hope, and independence. I am truly honored to be a supporter of their work."

—LISA STEELE, PHILANTHROPIST AND PRESIDENT, MAIN STREET LANDING

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Taber Rehbaum
Catherine Resmer and Ann-Elise Johnson
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Thank you to our outgoing board members!

"I first learned about Howard Center when I was the site co-chair for IBM's Employee Charitable Contribution Campaign. When asked to be a Board member, I jumped at the opportunity to learn more about the agency and the marvelous work that they do. Little did I know the scope of need within our community and the positive impact that Howard Center has on so many lives."

—DAVID SOBCZAK



David Austin

Vermont Foundation for Children and Families
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TJ Donovan

Since 2013



David Sobczak

Since 2011



Lusenge Emmanuel Siriwayo

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Making a Difference

In 2016, Linda Morrow formed a relay team to run in the Vermont City Marathon in memory of her son, Steve Cohen. The team—Run4Steve—raised nearly \$8,000 for Howard Center Developmental Services.

Linda says she chose Howard Center as a recipient “because the staff at Howard Center saw Steve as far more than a client. They truly loved him and appreciated his indomitable spirit and quirky sense of humor. And the staff always had my back, responding quickly when challenges arose.”

With support from Howard Center, Steve was able to live independently and work at Healthy Living Market for 17 years. The money raised by the Run4Steve Team will be used to create a fund to help others like Steve who enrich our lives with their diversity, determination, and delight in living each day to their fullest potential.



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Ralph and Frances Henry
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Jane Price-Smith
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Stepping Stones Children's
Center
Ellen Wollensack
Valerie and Michael Wood-
Lewis
Cheryl Zajan

MAKING A DIFFERENCE



Last year, more than 1,300 children in Chittenden County received support through our educational programs. For many, that support has had a lasting impact. For Sean, a 10-year-old at Howard Center's Baird School, it means he is now able to trust others, has more friends, and is able to focus on his school work. If you would like to learn more about our

child and family services, please join us for one of our Family Advisory Council meetings. We welcome family members who are receiving or have received children's services.

Visit www.howardcenter.org for more information.

Family Advisory Council: Upcoming Meetings

3/15/17: Howard Center's Access & Total Development

5/17/17: Parent Resources & FY18 Planning

Please Join Us!

Family Advisory Council

All Meetings:
6:00-8:00 p.m.
1138 Pine St., Burlington

The Council welcomes family members who are receiving or have received children's services. Come join the discussion and provide input on child and family services at Howard Center. Light snacks provided.

Contact pabbott@howardcenter.org or 488-6706 for more information.

HOWARD CENTER
Help is here.

Thanks to Special Event Supporters and Volunteers

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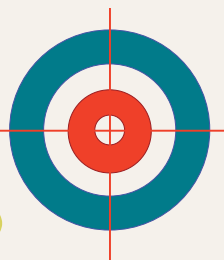
WHAT'S AHEAD: Community Fundraising Events

CURLING CHALLENGE

Saturday, March 11, 2017

Be a sponsor, volunteer,
or register a team!
www.howardcenter.org

Howard Center
**CURLING
CHALLENGE**



ZOE'S RACE

Sunday, August 27, 2017

5K and 1K walk/run
With great food and music!
Oakledge Park



Holiday Giving Sponsors

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Veterinary Sciences

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Budget and Treasury
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HOWARD CENTER

ARCh team
Chittenden Clinic Staff at
SRD and UHC
Community Support
Program Supervisory
Team
Comprehensive Family
Services Team
DS Executive Council
Executive Leadership
Team
Family and Adult Support
Team
First Call
Human Resources Staff
Independent Community
Living Team
Operations Staff
Park Street Program
Project Hire
Services Coordination
Team

WHAT'S AHEAD: Community Education Series 2017

In 2015 we began offering free and open-to-the-public presentations, panels, and movie screenings as part of our mission and service to our community.

Sessions have included talks on subjects like the opioid epidemic, trauma, suicide risk and prevention, mental illness and

recovery, and sleep, to name a few. Presentations are videotaped and available in an archive at www.howardcenter.org.

Stay tuned for our Spring 2017 schedule at howardcenter.org.



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Brendan Atwood
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Eve Evens
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students

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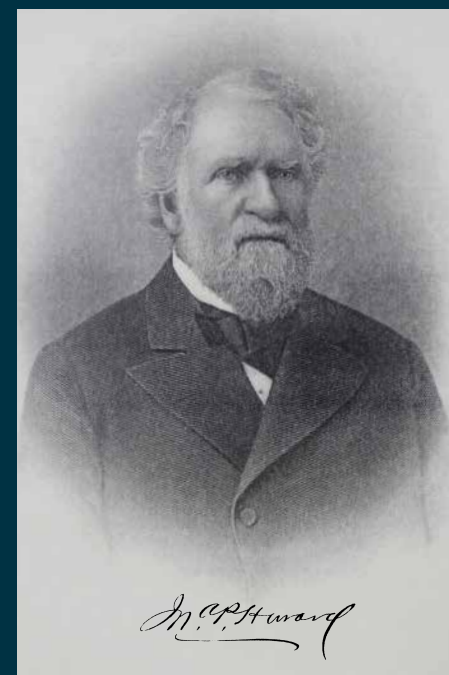
GAP Program
Kyle Ainley
Sarah Cameron
Ryan D'Agostino
Maria Ferrentino
Ariel Krolick

INTRODUCING

The Purple Legacy Society

*Continuing the legacy of John Purple Howard
and his sister Louisa Howard.*

In 1882, John Purple Howard made what must have seemed to be a simple donation at the time. When his sister Louisa Howard asked him to support the Ladies Aid Society, he couldn't have known that his \$200 contribution would become one of the key building blocks of today's Howard Center. The Purple Legacy Society honors those who care deeply about the people served by Howard Center and want to make gifts of lasting value through bequests or planned gifts.



If you have included Howard Center in your will or estate planning, please let us know so we can keep you informed about current programs and acknowledge your generosity by including you as a member of the Purple Legacy Society.

For more information, please contact Mike Glod, Senior Development and Communications Director: mglod@howardcenter.org or 802.488.6905.

Why Your Contribution Makes A Difference.

As a private, nonprofit organization, Howard Center relies on the generous donations of our supporters to continue to provide essential services to Vermonters who face some of life's toughest challenges. Howard Center is unable to rely solely on diminishing state and federal funding to support programs and services at the level required to fulfill its mission.

Financial contributions are a great way to support Howard Center, and all gifts, regardless of size, are greatly appreciated and will help to assure that Howard Center continues to improve the well-being of children, adults, families, and communities.

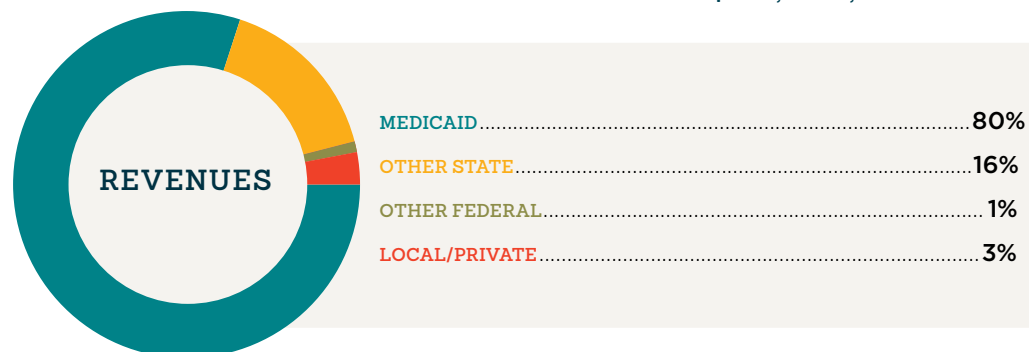
In addition, consider volunteering to serve on one of our standing committees or on the Board of Trustees. Volunteer at annual fundraising events, such as the Curling Challenge or Zoe's Race. Attend one of our free and open-to-the public Community Education sessions. Visit our website at www.howardcenter.org to learn more about the many ways you can contribute to our mission. We really couldn't do it without your support.

To make a contribution, please visit our Donate page at howardcenter.org or use the enclosed envelope.

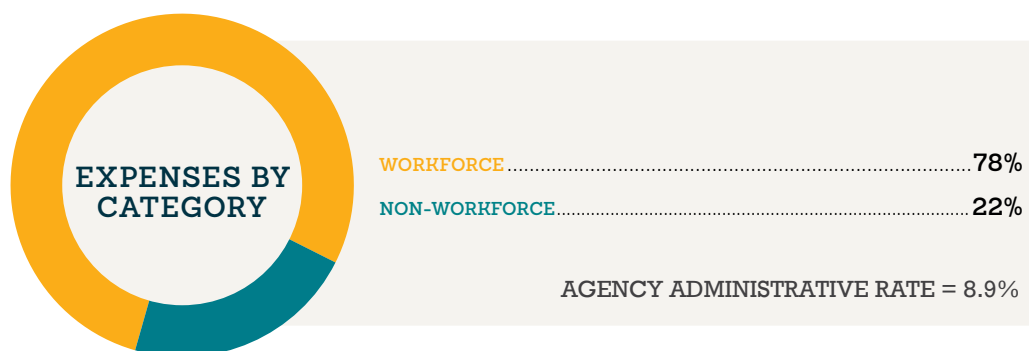
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howardcenter.org

FY 16 Financial Summary

ANNUAL BUDGET: \$89,638,705



COMMUNITY BASED SERVICES	48%
CRISIS SERVICES	7%
MEDICATION ASSISTED TREATMENT SERVICES	8%
OUTPATIENT SERVICES	6%
RESIDENTIAL SERVICES	15%
SCHOOL BASED SERVICES	16%





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