





OUR MISSION

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

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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 FY15 donors, volunteers, and community partners. If we've missed you, please call (802) 488-6911 so we can update our records.

United Way of
Chittenden County
unitedwaycc.org



LETTER TO THE COMMUNITY



Howard Center is a very special organization. With an acute sense of the changing needs of our larger community, our board and staff have—for more than 150 years—mobilized diverse sources of financial support and responsibly and prudently transformed those economic resources into a passionate commitment to serve those among us who are most in need of support and care.

From our earliest beginnings as a refuge for the widows and orphans of the Civil War, Howard Center's services have expanded to include a remarkable diversity of programs. Today, we support individuals and families who are facing challenges associated with intellectual disabilities and substance use and mental health disorders.

In counseling offices, public and private schools, businesses, homes, on the street, in the emergency room, and in the community-at-large, the men and women that are our staff meet and serve clients with traditional and innovative best practices that are professional, caring, and, above all, person-centered. We are privileged to be trusted with these responsibilities and honor each and every client that we have the opportunity to serve.

As you read the stories and highlights in this year's annual report, you will learn about some of the many ways our work is enhanced by your support and the support of our community partners.

Thank you,

A handwritten signature in blue ink, appearing to read "Bob Bick".

Bob Bick
Chief Executive Officer

LETTER FROM THE PRESIDENT



Since 1865, Howard Center has been helping the most vulnerable people in our community. For more than 16,000 clients and community members each year, Howard Center is the place to turn. For them, Help is Here.

Much of the work Howard Center does is invisible—crisis and counseling services for children and adults; support for individuals with intellectual disabilities who need help to live independently; counseling and medical services for those struggling with substance use disorders or mental health challenges. Yet, for our clients, these services can be life-changing, and often life-saving.

Howard Center is determined to maintain adequate funding and balance its priorities in order to continue this work. With significant changes unfolding in healthcare and the State of Vermont facing unprecedented budget challenges, this is a crucial time for leadership. We are fortunate to have found the right leader for this moment. In January, Bob Bick, 30-year veteran of Howard Center and most recently leader of its Adult Mental Health and Substance Abuse Services, became our new CEO. Bob has shown courage, leadership, and a deep knowledge of the organization and our clients as he leads Howard Center through challenging times. Bob and his team keep our clients and their needs at the center of all that we do while striving to make Howard Center smarter, more efficient, and more responsive.

Thank you for your ongoing support of our important work.

A handwritten signature in teal ink that reads "Elizabeth Bassett". The signature is fluid and cursive, with a large initial "E".

Elizabeth Bassett
President, Board of Trustees

WITH HELP FROM OTHERS HELP IS HERE

Each year, we help thousands of children, adults, and families. We help people who are struggling to overcome addiction or working to acquire the skills they need to live independently. We help children with emotional and behavioral challenges succeed in school. Sometimes, we help turn lives around. Other times, we are only able to help turn a day around, knowing that eventually the days add up to a lifetime.

However, we don't do it alone. Throughout this report, you will see evidence of the support we receive through our community partners who provide additional, unique opportunities for our clients:

Local businesses in our supported employment programs help individuals with intellectual disabilities and mental health challenges gain competitive employment and acquire self-respect.

A self-taught artist with autism has a solo retrospective exhibit at the **Flynn Theater for the Performing Arts**, with assistance of staff from the **Amy Tarrant Gallery** and the community arts program **GRACE Arts**.



*"Woman with Green Background"
by Howard Center
artist with autism.*

One youth participates in recreational activities at the **Greater Burlington YMCA**, **Winooski Middle School**, and the **Fletcher Free Library** that help him develop coping skills which decrease his aggressive behavior. His father says, "He's like a different kid. He doesn't feel the need to act up anymore. He knows he is safe and loved."

A young adult with an intellectual disability learns how to take the **CCTA** bus, increasing his independence and ability to explore the Burlington community on his own. CCTA has helped the client build relationships with its staff and created a volunteer opportunity for the young man. Now he has a new goal: to work for CCTA.

Partnerships with the **Burlington Housing Authority** and **Vocational Rehabilitation** make it possible for a middle-age woman to receive a housing voucher and supported employment. As a result, she is able to fulfill her dream of living independently in her own apartment, with on-going support from Howard Center.

THANK YOU TO ALL OUR COMMUNITY PARTNERS

Association
of Africans Living in Vermont
Behavioral Health Network of Vermont
Blue Cross and Blue Shield of Vermont Boys and
Girls Club of Burlington Burlington Business Association
Burlington Housing Authority Burlington Police Department
Burlington School District Castleton University Cathedral Square
Central Vermont Substance Abuse Services Champlain College Champlain
Community Services Champlain Housing Trust Champlain Senior Center
Champlain Valley Agency on Aging Champlain Valley Health Education Center
Champlain Valley Office of Economic Opportunity Chittenden Central Supervisory
Union Chittenden County State's Attorney Office Chittenden County Transportation
Authority Chittenden East Supervisory Union Chittenden South Supervisory Union Church
Street Market Place City of Burlington City of Burlington Mayor's Office City of Saint Albans City
of South Burlington City of Winooski Clara Martin Center Colchester School District Collaborative
Solutions Corporation/Second Spring College of St. Joseph Committee on Temporary Shelter
(COTS) Community College of Vermont Community Food Cupboard Community Health Centers
of Burlington Community Health Improvement Program Community Justice Center Connecting
Cultures Counseling Service of Addison County Easter Seals YDP Essex Town School District Families
First in Southern Vermont Franklin County Caring Communities Franklin County Home Health Agency
Franklin County Sheriff's Office Greater Burlington YMCA Green Mountain College Green Mountain Self-
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Champlain Chamber of Commerce Lamoille County Mental Health Services Lincoln Street Lori's House
LUND Martha's Kitchen Matrix Health Systems McClure Multigenerational Center Meals on Wheels Mercy
Connections Milton Town School District Mobius National Alliance on Mental Illness-VT Northeast Kingdom
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One Stop Parent Child Abuse VT Park Place Planned Parenthood of Northern New England Rutland Mental
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Albans Police Department St. Michael's College South Burlington Business Association South Burlington
Police Department South Burlington School District Southwestern Vermont Council on Aging Spectrum
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of Chittenden County United Way of Rutland County University of Vermont University of Vermont
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Vermont State Police Vermont Technical College Vermont Works
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County Mental Health Services Winooski Housing
Authority Winooski School District Women
Helping Battered Women Yankee
Driving School

THANK YOU TO OUR OUTGOING BOARD MEMBERS

All organizations rely on the contributions and commitment of various individuals. In addition to our staff who work on the front lines helping clients, our board members play a crucial leadership role in our organization. They volunteer their time to attend monthly meetings, serve on committees, attend special events, provide professional expertise, and advocate for new program initiatives to better meet the needs of our clients.

It is with great appreciation for their years of dedicated service that we thank our outgoing board members. Thank you for your commitment to Howard Center and to the people we serve.



MARK BAGLINI
SINCE 1997



MICHAEL LIPSON
SINCE 2009



KAREN O'NEILL
SINCE 2004



ELIZABETH BASSETT
SINCE 2006

"It has been a pleasure and a privilege to serve on the Howard Center Board of Trustees. The organization's reach is extraordinary, and we are lucky to have such a qualified and caring staff serving our community."

-Marna Tulin, PhD



MARNA TULIN
SINCE 1997



RICK BLOUNT
SINCE 2006



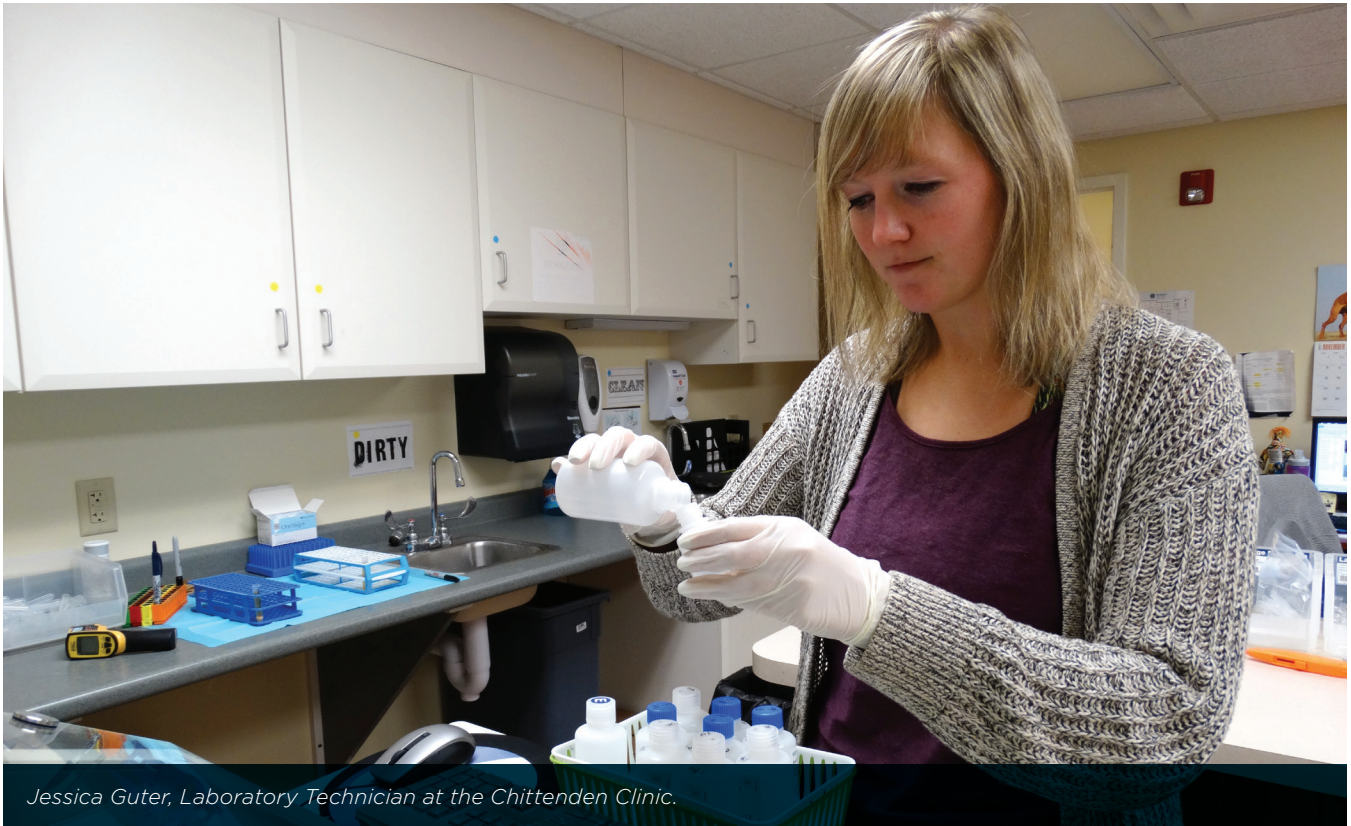
STACEY MILLER
SINCE 2010



KAREN WARD
SINCE 2011

IT REALLY DOES TAKE A VILLAGE

We are grateful for the support we receive from the many organizations in our community because it enhances the services we are able to provide for our clients.



Jessica Guter, Laboratory Technician at the Chittenden Clinic.

GIVING BACK

For Susie*, a Howard Center client who is receiving medication assisted therapy (MAT) for substance use, her recovery and abstinence has enabled her to give back to her community. In addition to maintaining a full-time job at a local non-profit, she welcomes the opportunity to share her story with others in the community. Through her work with several local organizations, she is able to pursue her passion to advocate for women in poverty. She takes pride in the work she does to help other women overcome barriers to achieving self-sufficiency.

A NEW START

Shelly McGinnis, Director of the Park Street Program, says, “Our program allows youth to come to a place where they are safe and cared for unconditionally.” Park Street provides intensive residential treatment to adolescent males with sexual harming behaviors, giving clients a new perspective and a way to break the cycle of abuse.

**Out of respect for our clients' privacy, real names have been replaced with pseudonyms.*



*“I felt
genuinely
cared for and
accepted by
everyone here.”*

*–Client of the
Park Street Program*

Upon leaving the program, one 17-year-old wrote, “I felt genuinely cared for and accepted by everyone here. Who can ask for more than that?” McGinnis credits the program with helping this young man receive his diploma and discover his own strengths. While at Park Street, he was a regular at Open Mike Night at a local coffee shop where he played his guitar and sang. “Youth come to us with lots of baggage, but we help them understand that they are good people with many good qualities and strengths,” says McGinnis.

Park Street residents benefit from the support of the Rutland community where they can make positive contributions through volunteering at organizations like Meals on Wheels, the United Way, and the Community Food Cupboard. Stafford Technical School and Vermont Technical College offer opportunities for youth to enhance their career and academic abilities while other local colleges provide interns and volunteers who contribute their skills and time to Park Street. The local police and medical providers regularly collaborate with us to meet the needs of enrolled youth.

LIVING WITH DIGNITY

Since she was 10 years old, Maggie*, now 91, has received a variety of supports from Developmental Services. She was a resident of Brandon Training School, lived in a group home that trained young women for housekeeping and nanny duties, served as a nanny for many years, and then transitioned into an apartment and lived independently for 30 years.

Due to her age-related decline, Maggie required several nursing home stays, and it was unclear whether she would be able to return to her home. However, through collaboration with the nursing staff at Starr Farm, the Visiting Nurse Association of Chittenden and Grand Isle Counties, and support from the Department of Disabilities, Aging, and Independent Living (DAIL), Maggie is living in a home with her shared living provider, Robin Barber, surrounded by

“As a Shared Living Provider, you give so much of yourself to make a positive impact on someone’s life. However, it cannot compare to what they bring to yours.”

*—Robin Barber,
Shared Living Provider*



Shared Living Provider Robin Barber outside her home she shares with Maggie.

a family and pets. Julia Kimball, Developmental Services Team Lead, says, “This wouldn’t have been possible without the help from the staff in these many organizations. Everyone had one common goal—keeping Maggie at home. For Maggie, who lived in an institution in her youth, being at home for her end of life is giving her the dignity and respect that she has always deserved.”

FINDING HOME

In 2013, Howard Center partnered with the Committee on Temporary Shelter (COTS) and the Champlain Housing Trust to initiate the Family Supportive Housing Program, a program that serves homeless families with children under the age of 18 as they transition to supported housing.

Howard Center contributes clinical expertise, and Howard Center clinician Lori-ann Christie says, “Some families never believed that they could succeed after experiencing the trauma of being homeless. This program is a strength-based approach that empowers families to reach their goals.”

Christie says counseling helps people recognize their behavior patterns which often limit their ability to maintain permanent housing. She notes that once stable housing is in place, families can begin to focus on the future. For one client, that means pursuing her education. She says, “Education is the most important thing to me, because it can lead to a stable job. I want to keep my housing and be able to afford a healthy life for my children and me.”

WHO WE ARE AND WHO WE HELP

60+

Howard Center locations

1,500

Howard Center employees

24/7/365

When we provide service

8,467*

Clients served in fiscal
year 2015

AGES 0-5: **378**

AGES 6-12: **1,059**

AGES 13-17: **1,064**

AGES 18-24: **1,202**

AGES 24-59: **4,258**

AGES 60+: **494**

HOW WE HELP

TOTAL PEOPLE HELPED: **8,467***

New Clients: **2,270**

Clients Receiving Multiple Services: **2,070**

Crisis Services: **2,475**

Outpatient Services: **3,437**

Medication Assisted Treatment Therapy: **1,079**

Residential Services: **698**

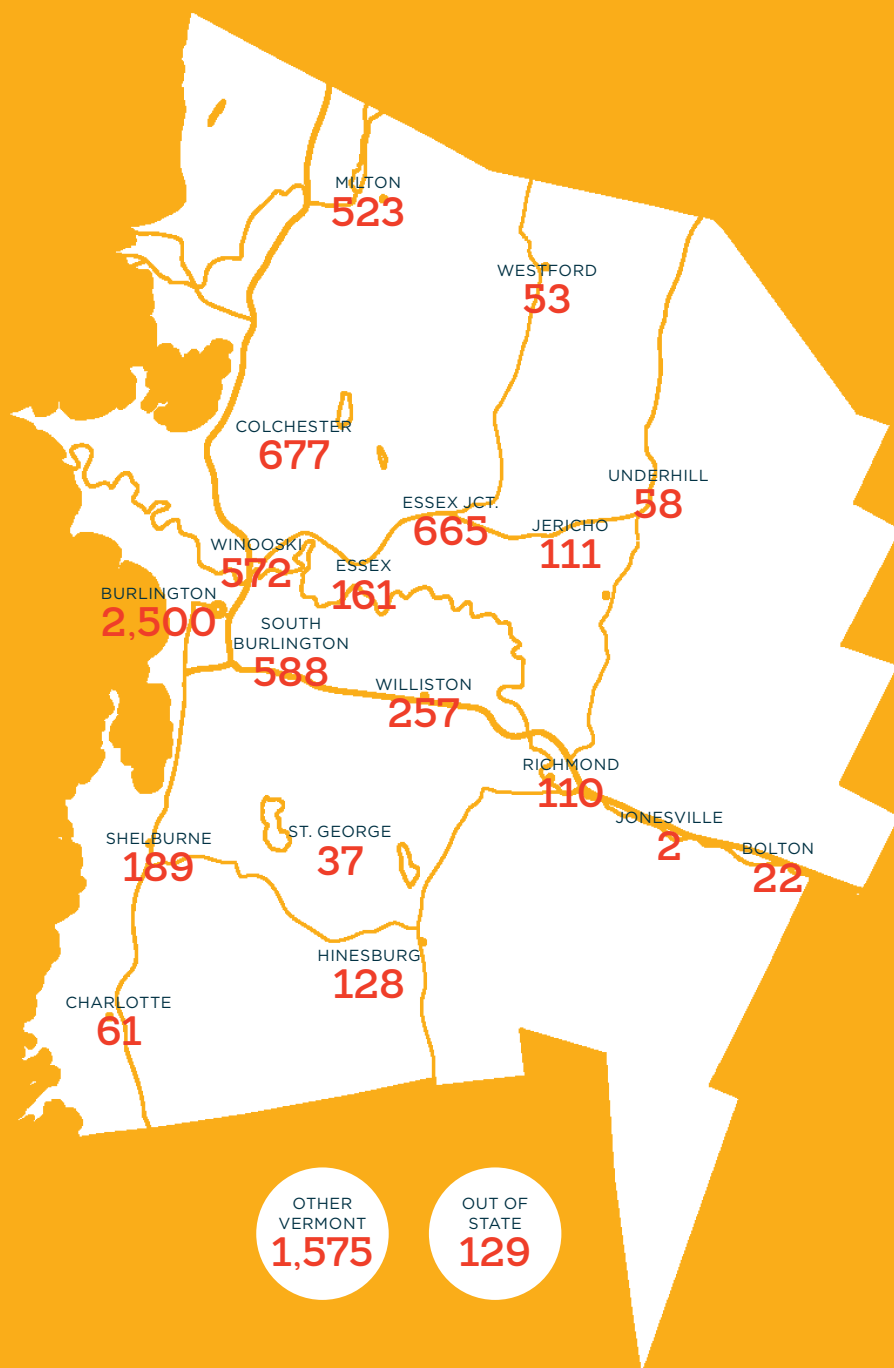
School Based Services: **1,401**

Community Based Support: **2,135**

Employment Programs: **470**

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

WHERE WE HELP



LIST OF TOWN SUPPORTERS

City of Burlington • Town of Charlotte • Town of Essex • Town of Hinesburg
 Town of Huntington • Town of Jericho • Town of Milton • Town of Richmond*
 City of South Burlington* • Town of Underhill • Town of Williston

HOW ARE WE DOING?

Our client satisfaction surveys are one way we assess how our work makes a difference in the lives of the individuals and families we serve.

93%

I RECEIVED THE HELP I NEEDED.

91%

THE SERVICES I RECEIVED
WERE RIGHT FOR ME.

94%

STAFF TREATED ME WITH RESPECT.

92%

THE SERVICES I RECEIVED
MADE A DIFFERENCE.

HOW ARE WE DOING IN THE COMMUNITY?



We offer support and services in various locations throughout Chittenden, Franklin, Grand Isle, and Rutland counties.

We maintain **19 group homes**, contract with **over 220 shared living providers**, and maintain and support **several foster parent living arrangements**.

We operate **crisis lines** for children, adults, and families in Chittenden County, including First Call for Children and Families, a Mobile Crisis Line for adults, and On-Call support for individuals with intellectual disabilities and autism.

Our **Public Inebriate programs** for substance use provide crisis support and stabilization and serve the entire Chittenden and Franklin County communities.

We operate **four independent therapeutic schools**: Baird School (Burlington), Jean Garvin School (Williston), and Faye Honey Knopp (Rutland). We also collaborate with Matrix Health Systems and Northeastern Family Institute to oversee the Centerpoint School (South Burlington).

We have **school clinicians** in almost every public school in Chittenden County.

Several of our initiatives are **recognized nationally** for their creative responses to emerging community needs. These include the Street Outreach Program, our Medication Assisted Opioid Clinic, SUCCEED, Safety Connection, First Call, and Safe Recovery needle exchange.

AWARDS AND ACCREDITATION FY 15

Howard Center was the recipient of **The Greater Burlington YMCA's annual award** for significant impact and continuous service to our community.

KidSafe Collaborative's Annual Outstanding Service Awards presented the Gregory Packan Esq. Award for Outstanding Children's Advocacy to a Howard Center School Social Worker.

Community Friend's Mentoring received the **Sally Fox award** for outstanding contributions to child well-being in Vermont. The award honors the memory of Sen. Sally Fox, a powerful and effective advocate for Vermont children.

The National Committee for Quality Assurance (NCQA) recognized Howard Center's medication assisted treatment program as a Patient-Centered Specialty Practice, the first outpatient treatment program in the nation to gain this level of recognition.

Jackson Healthcare Hospital Charitable Services Program of Excellence Awards named Howard Center's Street Outreach Program as one of only 10 programs nationwide to receive a \$10,000 award. As a founding partner, The University of Vermont Medical Center nominated the Street Outreach Program for its achievements in improving the health of the local Burlington community.

PATHWAYS TO RECOVERY



ACT I staff Avery Dorgan, Michael Perez, Julia Emery, and Kathleen Lowrie. Missing from photo: Ulrika Schygulla

ACT 1/BRIDGE

ACT I provides 24/7/365 information, referral, screening, and assessment services for individuals of all ages who are or are suspected to be incapacitated due to alcohol or other drugs. ACT I helps individuals and family members through the crisis and promotes stability. The Bridge Program provides short-term stabilization and detoxification for individuals ages 18 and older. Individualized plans are developed with each client, including referral assistance and ongoing support after discharge.

484: INDIVIDUALS SERVED

CHITTENDEN CLINIC MEDICATION ASSISTED TREATMENT PROGRAM

The Chittenden Clinic Medication Assisted Treatment Program provides outpatient treatment and pharmacotherapy (methadone and buprenorphine) for individuals who are opioid dependent. The Clinic offers on-site medical services, supervised dosing, laboratory services, individual and group counseling, psychiatric services, case management, and coordination with other medical and therapeutic providers. Discharge services to support transition to community physician prescribers are also provided.

1,079: INDIVIDUALS SERVED

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

–Chittenden Clinic client



Dana Poverman, Director of Medication Assisted Treatment Programs, and Marne Stothart, Director of the Chittenden Clinic

CRASH

CRASH is Vermont's Impaired Driver Rehabilitation Program. Completion of a CRASH course is required before reinstating driving privileges whenever there is a suspension for an impaired driving offense. Howard Center offers several options for completing the program, including monthly and weekend programs, in multiple locations.

781: INDIVIDUALS SERVED

CENTRAL VERMONT SUBSTANCE ABUSE SERVICES

Howard Center is a founding partner of Central Vermont Substance Abuse Services (CVSAS) which provides a full array of alcohol and other drug outpatient and intensive outpatient treatment services for Greater Washington (VT) County.

HUNDREDS OF INDIVIDUALS SERVED:

IN PARTNERSHIP WITH THE CLARA MARTIN CENTER AND WASHINGTON COUNTY MENTAL HEALTH.

DRUG TREATMENT COURT

The Drug Treatment Court is a four-part program for adults who have pled guilty to one or more non-violent, drug-related offenses and who are having or have previously had difficulty staying clean and sober. The goal is to develop an individualized plan of care to help clients maintain a drug-free life. Participation in the program includes frequent court appearances and random drug testing.

71: INDIVIDUALS SERVED

OUTPATIENT AND INTENSIVE OUTPATIENT COUNSELING

Through various programs and settings, Howard Center provides substance use outpatient and intensive outpatient counseling and therapy for adults and adolescents dealing with substance use. The program promotes wellness and offers important complementary therapies and supports in the recovery process.

1,222: INDIVIDUALS SERVED

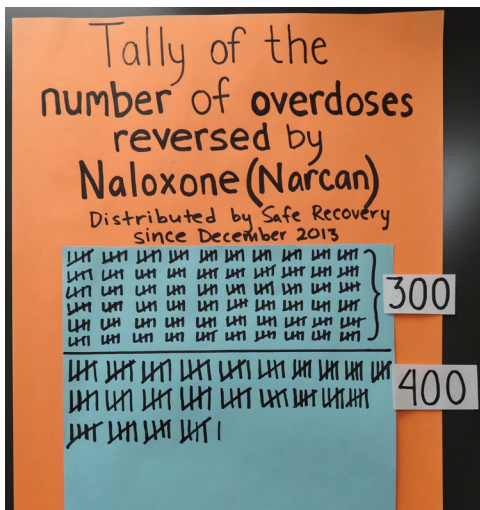
SAFE RECOVERY

Safe Recovery serves people who are currently using heroin or other opioids, or who are in early recovery from opioid dependence. The program provides free support throughout the recovery process, from active use to sustained recovery. Specific services include syringe exchange, drug treatment options counseling, case management, HIV and Hepatitis C testing and linkage to treatment, and Hepatitis A/Hepatitis B vaccination. The program provides overdose prevention education and distributes overdose rescue kits with naloxone, a nasal spray used to reverse an opioid overdose in progress.

3,832: INDIVIDUALS WHO RECEIVED SUPPORT

"Counseling has been very helpful. My husband and I are working together to stay clean. We don't have the urge to use because we are working on this as a team."

—Howard Center client



ST. ALBANS PUBLIC INEBRIATE PROGRAM

The St. Albans Public Inebriate Program (PIP) supports residents of Grand Isle and Franklin County. PIP provides a safe and supervised environment for individuals who are incapacitated due to alcohol or other drugs until they can regain sobriety. The program offers individual and group substance abuse counseling and provides referrals to treatment and other community resources, based on individual needs.

325: INDIVIDUALS SERVED

DONORS

Thank you to all our donors in FY15 (July 1, 2014-June 30, 2015).

With your support clients are able to live more independently and with dignity.

CIRCLE OF CARE

\$1,000 PLUS

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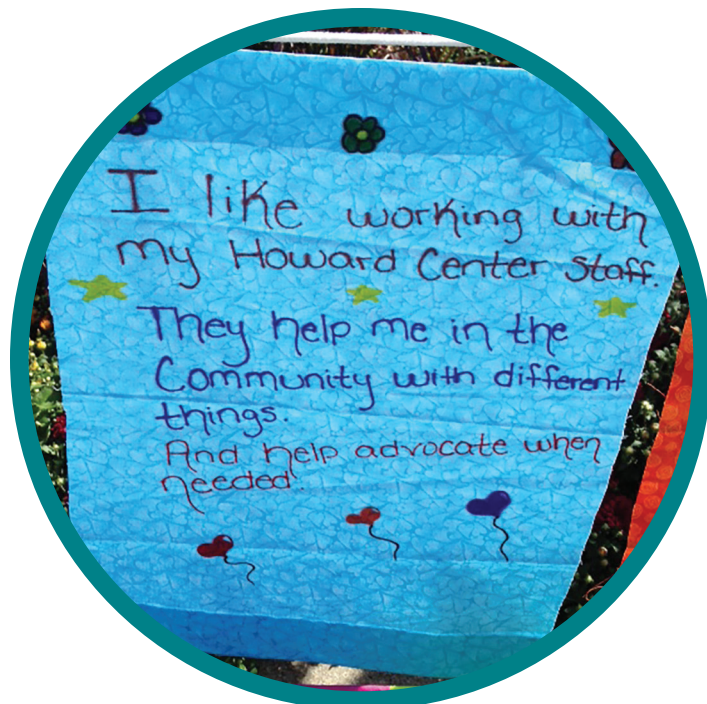
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Gail Rafferty
Catherine Shahan
Megan Tsounis
Mariellen Woods

Park Street and Fay Honey Knopp

Mary Burham
Mike Grey
Castleton University
students
College of St. Joseph's
students

Vermont Energy
Education Program
Vermont Game Wardens
Vermont Police Academy

SUCCEED

Scarlet Taylor

Westview House

Kathleen Benoit
Kelsey Conroy
Katherine Herbst

Zoe's Race

Karen and Bill Allen
Sean Baker
Peter Block
Sima Breiterman
Team Ben
Lisa Brighenti
Cathie Buscaglia
Rich Carpenter
Alysia Chapman
Erin Chastenay
Pascal Cheng
Meredith Clough
Makyala Cota
Pam Cummings
Arnold Dailey
Kathleen Donohue
Nick Dube
Cameron Earle
Ashley Goff
Beth Goss
Sally Hornick
Isaac Jenemann
Kathleen Laramée
Kim Laroche
Nick Levinsky
Rebecca Longe
Shannon Lowell-David
Jess Markham
Declan McDaid
Matt MacNeil
Flossie Miller
Erika Nestor
Luke Nestor
Sam Nestor
Kyle Nicholas
Charles Norton
Delaina Norton
Eric Palmer
Mark Prior
Robbie
Bob Radler
Emma Radler
Kat Redniss
Laura Richards
Debbi Secrist
Dan Sherburne
Nicholas Sullivan
Steven Ushakov
Adam Viens
Amy Weller
Bethany Whitok
Amber Wood
Marie Zura

Michael Dowling
Marsha Drake
Myles Drake
David Ellenbogen
Sheila Fazackerly
John Gallagher
Melody George
Frank Gibney
Anthony Giroux
Pauline Glomaud-Murmann
Dennis Grage
Kelli Guider
Emily Harwood
Jean Haverstick
Kristen Hayden-West
Mark Hengstler
Jennifer Hill
Rachel (Gillie) Hopkins
Anne Marie Humbert
Sarah Jennings
Katie Keidel
Brianna Kern
Amanda Kolifrath
Chris Labelle
Debbie LaRosa
Zoe Leas
Whitney Leighton
Michael Leugers
Mary Lew
Shannon Lowcock
Molly Madore
Nicole Maille
Jaclyn Marcotte
Terry Masterson

EVENTS



CURLING CHALLENGE

Our 2015 Curling Challenge hosted 32 teams from local businesses, community groups, and local high schools. Through the generosity of the Green Mountain Curling Club, Rutland Rocks Curling Club, Cairns Arena, our sponsors and participants, we raised nearly \$50,000 for programs that support the clients we serve.

SAVE THE DATE: **MARCH 12, 2016**
CAIRNS ARENA, SOUTH BURLINGTON

ZOE'S RACE

Zoe's Race celebrated its seventh annual event on August 30, 2015 with record setting success. More than 300 runners and walkers participated, raising more than \$40,000. The annual event raises money to assist families supported by Howard Center with home accessibility projects. To date the Race has funded 15 home modification projects in Chittenden County. We offer thanks to all of our sponsors, runners, walkers, fundraisers, and volunteers. We are especially grateful for the generosity of architect Chris Brown of brown+davis design and contractor Rob Peeters of Second Gen Builders. Their contributions of time and talent have made these renovations possible.

SAVE THE DATE: **AUGUST 28, 2016**
OAKLEDGE PARK, BURLINGTON



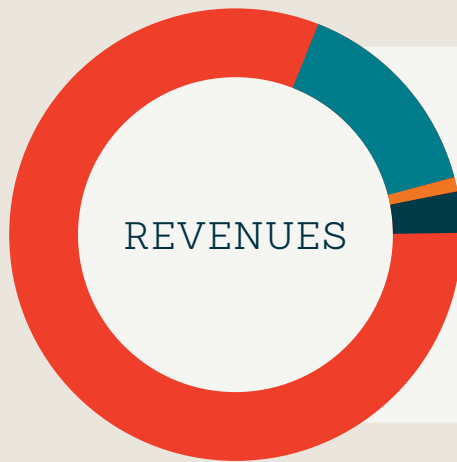
SPRING COMMUNITY EDUCATION SERIES

COMMUNITY EDUCATION SERIES

Visit our website, www.HowardCenter.org, for information about our free Community Education Series to begin in March 2016.

FY15 FINANCIAL SUMMARY

ANNUAL BUDGET \$88,777,483



MEDICAID.....	81%
OTHER STATE.....	15%
OTHER FEDERAL.....	1%
LOCAL/PRIVATE.....	3%

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



WORKFORCE.....	84%
OPERATING.....	16%

Agency Admin Rate = 8.9%

This financial summary is unaudited. Howard Center's complete audited FY15 financial statement is available on request.



HOWARD CENTER

208 Flynn Avenue, Suite 3J
Burlington, VT 05401

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