

# HOWARD CENTER'S GUIDE TO Programs and Resources





## About Howard Center

Howard Center has a long and rich history as a trusted provider in our community. With a legacy spanning more than 150 years, Howard Center has been providing progressive, compassionate, high quality care, support, and treatment for those members of our community in need. Founded in 1865 as an agency serving destitute children, it now offers mental health, substance use, and developmental disability services across the lifespan.

Our staff of 1,600 provides help and support in over 60 locations throughout Vermont. More than 16,000 clients and community members turned to us last year for help to lead healthier and more fulfilling lives.

**“This remarkable organization reaches deeply and widely into the community, helping people with challenges that, in some way, touch each of us, through a relative, through a friend, or through our own experiences.”**

**—Howard Center Event Speaker**



## Mission

We help people and communities thrive by providing supports and services to address mental health, substance use, and developmental needs.

## Vision

Howard Center is a national leader in the delivery of integrated and seamless community-based supports for individuals, families, and communities in need. Help is here.

## Values

- Clients are at the heart of our decision making.
- We are committed to individual and collective well-being and success.
- We are responsible stewards of the resources entrusted to us.
- We are steadfast in our practice and pursuit of excellence.



## Getting Started at Howard Center

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### Howard Center Main Number

**802-488-6000**

#### Howard Center's Intake Line

We will provide support, answer questions, and connect you to resources and services at Howard Center or in the community.

#### Frequent reasons for calling:

- Looking for therapy
- Feeling worried about a child
- Needing support for yourself or your family
- Getting help for substance use



### First Call for Chittenden County

**802-488-7777**

#### Howard Center's Crisis Line

Available 24/7/365

#### Frequent reasons for calling:

- Overwhelming emotions
- Thoughts of suicide
- Hearing disturbing voices
- Immediate concern for a loved one's well-being

## WHAT TO EXPECT WHEN YOU CALL

When you call Howard Center's main number, an access specialist will ask your reason for calling. They will provide support, ask questions, and connect you to resources at Howard Center or in the community. They may also ask you for your

- medical history
- current medications you are taking

## WHAT IF THE MAIN NUMBER IS BUSY WHEN YOU CALL?

If we cannot answer the phone when you call, leave us a voice message. We will call you back as soon as possible. If you are in crisis and want to speak to someone, you may call Howard Center's 24/7/365 crisis line, First Call for Chittenden County, at 802-488-7777 or call 9-1-1.

## HOW ARE SERVICES RECEIVED?

If you want to receive services at Howard Center, our staff will schedule an intake appointment. This is a meeting with a clinician who will listen to your concerns, gather information about your medical history and treatment, and discuss your goals.

These meetings typically take 1-2 hours. At this time, we will ask you for your insurance information, and you will receive a *Client Handbook*. At the end of the meeting, you will have developed a plan which may include referrals for services. Howard Center is committed to working with clients, families, health insurers, local and state agencies, private entities, and other sources to secure funding to support needed services. *Financial limitations will not limit access to our services.*

If there is a wait for the services you need, a Howard Center provider will continue to be a point of contact until your appointment.

**Visit us at [www.howardcenter.org](http://www.howardcenter.org) for more information about our programs and upcoming events.**

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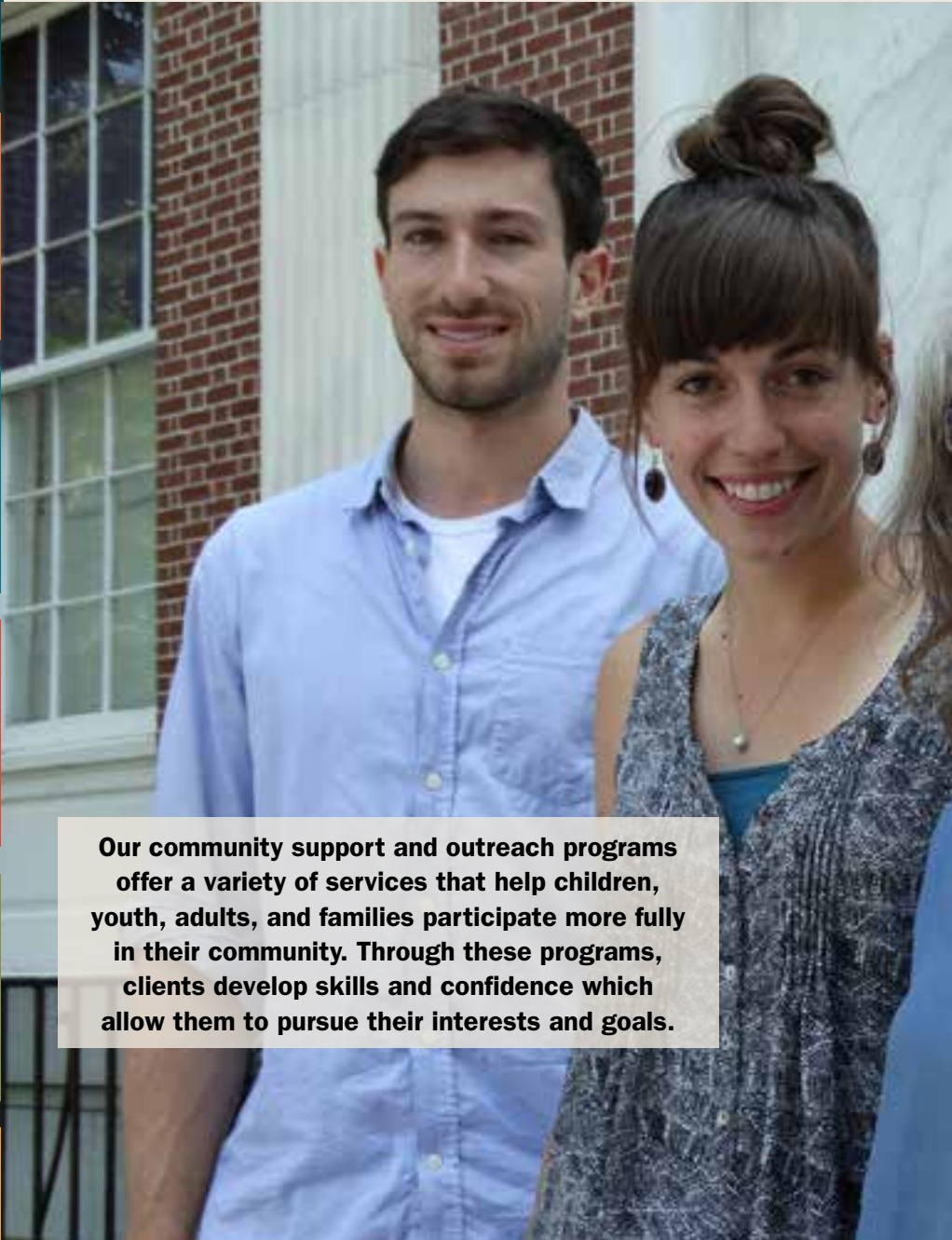


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*These are the programs & services available as of this printing. Availability of services may change based on community need and funding.*



## Community Support

A photograph of a young man and woman standing outdoors in front of a brick building with white columns. The man is on the left, wearing a light blue button-down shirt over a white t-shirt. The woman is on the right, wearing a grey patterned vest over a blue top, with her hair in a bun. Both are smiling at the camera.

**Our community support and outreach programs offer a variety of services that help children, youth, adults, and families participate more fully in their community. Through these programs, clients develop skills and confidence which allow them to pursue their interests and goals.**



**Since it began in 2000,  
the Street Outreach Team  
has received numerous  
awards and has served as a  
model for similar initiatives  
in the U.S. and Canada.**



# Community Support

## ARCh (Accessing Resources for Children)

### **WHO WE HELP:**

ARCh serves children and young adults up to the age of 22 who have an intellectual disability, autism spectrum disorder, or an emotional or behavioral challenge.

### **HOW WE HELP:**

ARCh helps families access a variety of supports for children and adolescents who experience challenges related to developmental and/or emotional/behavioral disabilities. Specific supports include care coordination, family support, specialized behavior consultation, and respite. In addition, the program offers children's personal care services, assessments, and specialized support for youth who are transitioning into adult services.

Individuals are referred to ARCh by staff from other Howard Center programs, as well as the State Health Department.

## Community Outreach

### **WHO WE HELP:**

The Community Outreach Program serves the participating communities of Colchester, Essex, Richmond, Shelburne, South Burlington, Williston, and Winooski and was inspired by Burlington's Street Outreach model. Outreach specialists work in partnership with local and regional law enforcement, businesses, and citizens to respond to individuals with unmet social service needs, often due to mental health or substance use issues.

### **HOW WE HELP:**

The team works closely with service providers, police, and merchants to address behaviors that may impact the downtown areas and neighborhoods, stigmatize vulnerable populations, or put them at risk of losing access to resources or incurring criminal charges.

**Community Outreach:** 802-488-7778



## Community Support Program

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### WHO WE HELP:

The Community Support Program (CSP) serves Chittenden County adults 18 and older with severe and/or persistent mental health challenges who meet specific eligibility requirements set by the state.

### HOW WE HELP:

The Community Support Programs help people to lead fulfilling lives. Professional clinical staff provide assessment, case management, supportive counseling, employment services through Career Connections, housing assistance, residential services, social and recreational opportunities, medication evaluation, and psychiatric consultation. With the support of staff, clients establish an individualized treatment plan and goals. Services are provided at Howard Center clinics and residential homes, community locations, and in client homes.

In addition to self-referrals, clients may be referred by hospital social workers, other social service professionals, or family members.

## Developmental Services: Home and Community Based Services

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### WHO WE HELP:

Home and Community Based Services provide a comprehensive array of support to people with intellectual disabilities and autism who meet program criteria.

### HOW WE HELP:

Home and Community Based Services are individualized and based on each person's needs. The application process includes a determination of eligibility, a needs assessment, and a proposal for individualized services. Individuals approved for services are connected with a service coordinator who helps the client and their team create a person-centered plan of care



# Community Support

(Individual Support Agreement). Services available often include a variety of residential options, such as shared living provider situations, licensed residential homes, and supported independent living. Individuals also have the opportunity to attend Howard Center's Resource Center to develop new skills and to better access their community. Many supports are available for clients who receive Home and Community Based Services — employment, case management, respite, clinical, crisis, and transportation.

Individuals may apply for Home and Community Based Services independently or with assistance from family members, friends, legal guardians, educators, and other providers.

## Eldercare

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### WHO WE HELP:

The Eldercare program at Howard Center is part of a statewide initiative. Howard Center, in collaboration with Age Well, our local Area Agency on Aging, provides mental health and treatment for co-occurring problems to elders in their homes.

### HOW WE HELP:

The goal of the Eldercare Program is to provide mental health outreach and improve access to vulnerable and homebound elders ages 60 and older who are experiencing psychological or emotional distress. Referrals are generally made through the Senior Help Line at 1-800-642-5119.

## Enhanced Family Treatment

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### WHO WE HELP:

The Enhanced Family Treatment (EFT) Program provides services in the community and in the home for Chittenden County children and adolescents ages 4-22. EFT is provided to at risk children and families who need additional support, beyond what other community programs are able to offer.



## **HOW WE HELP:**

EFT provides short-term, child focused, family centered treatment. The program is individualized to meet the unique needs of each child and family. This service helps children and families build skills to remain in or return to their home, schools, and communities. EFT offers 24-hour crisis support via phone or onsite, depending on the needs of the family. Each family is matched with a clinician and living skills worker(s) who collaborate to support identified goals. When appropriate, EFT can offer foster care, shared parenting, and respite services.

## **Family and Community Based Programs**

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### **WHO WE HELP:**

Family and Community Based Programs provide child-centered, family-friendly supports to help families with children from age 4-17 who have significant emotional, behavioral, or mental health challenges.

### **HOW WE HELP:**

Family and Community Based Programs offer therapeutic supports which may vary in type and intensity, as they are individualized based on the family's needs. Services may include assessment, respite for families, in-home family support, parent education related to child development and mental/behavioral health, living skills for specific skill development for children, crisis intervention, and advocacy to help the family access needed services and supports.

Clients are referred through various Howard Center programs.

## **Intensive Family Based Services**

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### **WHO WE HELP:**

The Intensive Family Based Program provides time-limited, intensive intervention for families with a child under 18 who is at imminent risk of removal from the home for reasons of abuse, neglect, or severe emotional disturbance.



# Community Support

## HOW WE HELP:

The program offers a variety of services, based on the specific needs of the child and family and may include clinical interventions, parental support and training, assessment, family re-unification, service planning and coordination, community and home supports, and life-skills training.

The intensive services focus on the unique needs of each family and help family members

- recognize and build on their strengths
- identify and gain skills to make healthy changes for the whole family
- address potential barriers to progress
- become familiar with community resources

Services are usually provided in the client's home or in community settings where the family spends time or identifies a need for support. Referrals are generally through DCF Family Services or another Howard Center program.

## START

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## WHO WE HELP:

START (Stabilization, Treatment, And Recovery Team) provides support to adults who are experiencing emotional distress and/or an increase in mental health symptoms. The goal is to help people stabilize and remain in their community.

## HOW WE HELP:

The program relies on peers to provide face-to face contact, and draws on the lived experiences of staff to connect with clients. START staff work with clients in their homes or in the community to develop the skills and receive the support necessary to maintain stability. START offers short-term and case management services.

Clients may refer themselves or they can be referred by their current treatment providers.





## Street Outreach

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### WHO WE HELP:

The Street Outreach Team provides a range of services for adults, young adults, and families in and around the downtown Burlington Business District and in city neighborhoods. Many of the individuals helped do not receive services from any other primary service provider.

### HOW WE HELP:

The Street Outreach Program works with police and service providers to coordinate support for individuals who have mental health, substance use, housing, or other social service needs. The team is also a resource for downtown businesses and service providers who make referrals when they are aware of an individual in need of social service supports. Outreach workers also make efforts to prevent and address the sometimes disruptive behaviors of individuals who demonstrate acute and chronic mental illness or substance use disorders.

Clients can self-refer to Street Outreach or they are engaged by a team member on downtown streets or in city neighborhoods. The team also receives referrals from service providers, police, family members or friends, merchants, and concerned community members.

**Street Outreach:** 802-488-7013



# Criminal Justice Services

JUDGE  
**EDWARD J. COSTELLO**  
COURTHOUSE

JUDGE  
**EDWARD J. COSTELLO**  
COURTHOUSE

**Our Criminal Justice Services recognize that criminal actions are often linked to persistent mental health or substance use issues. The goal of our programs is to address these underlying issues and to support individuals while they begin to make changes in their lives.**





# Criminal Justice Services

## Northern Lights

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### WHO WE HELP:

Northern Lights is a supportive residence for women who are, or have been, under the supervision of the Department of Corrections and who have reached their minimum sentence and have at least one year of supervision left on their maximum sentence. They must be eligible to receive a Section 8 voucher. The program targets women from Chittenden County, but women from other counties may be accepted on a case-by-case basis.

### HOW WE HELP:

In addition to residential support, the program offers individual and group therapy, support for mental health and substance use issues, parenting support, and employment training through collaborations with community partners. The mission is to assist each woman in building a safe, healthy, and productive life in the community while living independently.

Clients are referred by the Vermont Department of Corrections staff. In addition, area residential treatment facilities and other community providers also make referrals.

## Treatment Court

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### WHO WE HELP:

Our Treatment Court is part of a national effort that recognizes that criminal behavior is often the result of a mental health or substance use issue. Our goal is to provide treatment while helping individuals avoid incarceration and develop a healthy lifestyle.

### HOW WE HELP:

Our case managers meet with each participant on an ongoing basis to help them connect to other resources for supports, such as medical needs, employment, disability determinations, housing, food, transportation, and counseling. We offer assessments, including psychiatric, individual and group counseling, intensive outpatient treatment, and aftercare for graduates.



## Notes

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# Crisis Services



**First Call for Chittenden County provides crisis intervention and evaluation services 24/7/365 days a year for children, adolescents, adults, and families—and their support systems—who are experiencing any type of crisis.**





HOWARD CENTER  
**FIRST CALL**  
CHITTENDEN COUNTY

KEEPING YOUR HOME SAFE

**First Call**  
802-488-7777

# First Call

FOR CHITTENDEN COUNTY

**802-488-7777**

**HOWARD  
CENTER**  
Help is here.



# Crisis Services

## ASSIST Adult Crisis Stabilization

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### WHO WE HELP:

ASSIST helps Chittenden County adults who are experiencing a psychiatric crisis. The program is voluntary and treatment is individualized.

### HOW WE HELP:

ASSIST offers a residential setting for crisis respite and stabilization services to allow adults with psychiatric challenges who wish to remain in the community in a less restrictive setting than hospitalization. The program accommodates clients who are undergoing a medication change or transitioning from an in-patient hospital stay to the community. ASSIST is staffed 24/7/365.

Clients are empowered to take an active role in creating their own individualized treatment plan. Clients are encouraged to access and expand their existing relationships with community support systems. Referrals to ASSIST are received through crisis services, case managers, and hospitals.

**Access ASSIST via First Call for Chittenden County: 802-488-7777**

## First Call for Chittenden County

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### WHO WE HELP:

First Call for Chittenden County serves individuals in distress in Chittenden County, regardless of age or diagnosis.

### HOW WE HELP:

Clinicians are available 24/7/365 with the philosophy that the caller defines the crisis. Callers can expect phone or on-site support, crisis intervention and assessment, referrals to appropriate services, and connection to follow-up care.

First Call for Chittenden County staff also collaborates with emergency responders and staff at the University of Vermont Medical Center Emergency Department including co-located First Call for Chittenden County clinicians daily.





**First Call for Chittenden County:** 802-488-7777

*Please remember that during a medical emergency, call 911 immediately.*

## **Jarrett House Children's Crisis Stabilization**

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### **WHO WE HELP:**

Crisis stabilization beds are available to support Vermont children and youth ages 6-14 who are experiencing an acute mental health emergency.

### **HOW WE HELP:**

Crisis stabilization beds provide short-term, out-of-home care in a staff-secured setting. Jarrett House provides 24/7 staff supervision, evaluation of acute mental health status, treatment and discharge planning, acute psychiatric assessment, acute medication management, and intensive care coordination.

Referrals to the program are made through the local designated mental health agency crisis team.



## Educational Services

**Our educational programs are designed to prepare each student, regardless of age, to live independently. A common goal of all our educational programs is to help students develop their unique strengths and learn new skills that will help them achieve independence and lead fulfilling lives.**







# Educational Services

## Autism Spectrum Program

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### WHO WE HELP:

The Autism Spectrum Program (ASP) provides treatment and support services to individuals ages 2-21 with an autism spectrum disorder.

### HOW WE HELP:

The ASP provides year-round, intensive, specialized instructional and behavioral treatment and support. To help children learn and grow to their fullest potential, services are provided in the home, at school, and in community settings and target the teaching and shaping of essential social communication, adaptive behavior, and daily living and functional learning skills. The ASP also provides consultation and training services regarding autism and interventions.

Clients are referred through their Local Education Agency, Children's Integrated Services or by family members.

## Baird School

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### WHO WE HELP:

The Baird School provides an alternative educational environment for children ages 5-14 and grades K-8 whose needs cannot be met in a regular educational environment due to social, emotional and/or behavioral challenges.

### HOW WE HELP:

The Baird School offers multi-faceted academic, social, emotional, and behavioral programming to students who have significant challenges in these areas. Students develop skills and strategies that will allow them to function successfully in the least restrictive educational environment available to them. In addition, Baird School clinicians provide transition support for students who are planning to return to public school.

Students are referred by their local education agency, the Department of Mental Health, or the Department of Children and Families.



## Centerpoint School

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### WHO WE HELP:

Centerpoint School serves students ages 12-18 years old, grades 7-12, with emotional, behavioral, mental health, or special learning needs.

### HOW WE HELP:

The Centerpoint School provides educational supports and programs to teens, young adults, and their families faced with emotional, behavioral, mental health, substance use, or special learning needs. The School is one component of Centerpoint Services, and students receive additional support, as needed, to address issues in their lives that may affect their educational success. Specific services may include individual, family, and group counseling and intensive outpatient treatment for teens.

Students are referred to the School through the special education department of their home school.

Centerpoint is a collaboration of three agencies: Howard Center, North-eastern Family Institute, and Matrix Health Systems.

## Early Childhood Program

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### WHO WE HELP:

The Early Childhood Program serves children ages birth to 6 and their parents and caregivers who are experiencing social, emotional, and behavioral challenges. The Program is also the Chittenden County early childhood family mental health provider for Children's Integrated Services and the mental health consultant for Head Start classrooms.

### HOW WE HELP:

The Early Childhood Program offers home-based parenting education and support, supportive counseling for children, consultation, advocacy, and case management. Early Childhood clinicians may provide consultation and support in early education and Head Start classrooms to facilitate the social and emotional fluency of young children. Program staff train childcare providers,



# Educational Services

and our clinicians are certified as Vermont Bright Futures Information System (BFIS) trainers.

The Early Childhood program also administers Parent Child Interaction Therapy (PCIT) and playgroups at The Winooski Family Center.

Anyone supporting or caring for a young child may contact the Early Childhood Program to discuss services and eligibility or to make a referral.

## Fay Honey Knopp School

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### WHO WE HELP:

The School is associated with the Park Street Program in Rutland, an intensive residential program that provides treatment for adolescent males ages 12-17 with sexual harming behaviors.

### HOW WE HELP:

Fay Honey Knopp is a licensed school that provides a supportive educational environment that offers educational, therapeutic, and transition services.

Clients are referred to the program through the youth's local team of service providers with either the Department of Mental Health or the Department of Children and Families taking the lead in the process.

## INCLUSION

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### WHO WE HELP:

INCLUSION provides intensive, individualized support to Chittenden County children in grades K-12 with serious emotional, behavioral, and academic challenges who have not been able to be served without the most intensive public school based supports.

### HOW WE HELP:

INCLUSION develops and manages all aspects of the behavioral and therapeutic elements of a student's educational program, including family treatment and summer services. The program provides a broad continuum of intensive supports and services within the regular education environment.



The program is designed to ensure that a student's needs are fully addressed without placing undue demands on school staff.

Students are referred by their local education agency.

## Jean Garvin School

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### WHO WE HELP:

Jean Garvin School provides a therapeutic, educational program offering unique learning opportunities to inspire personal change and well-being for adolescents, ages 12-18 years, grades 7-12.

### HOW WE HELP:

The Jean Garvin School provides intensive special education, therapeutic behavioral intervention and treatment, psychiatric/psychological consultation, pro-social skills training, and family work. The goal of the program is to provide a safe educational and therapeutic environment that helps students achieve success in school, in the community, and at home.

Students are referred by their local education agency.

## School Services Program

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### WHO WE HELP:

The School Services Program helps children from ages 3 to 22—and their families—who face a broad range of challenges that may impact learning and school behavior.

### HOW WE HELP:

The School Services Program helps children and families address challenges so that children can experience healthy development and school success. Howard Center masters-level clinicians work in nearly all of Chittenden County's 50+ schools where many of the services are provided. In addition, services are also provided in home and community settings to address the broad range of challenges faced by children and families.

Clinicians work with school leadership on school-wide strategies to support



# Educational Services

all students in their emotional development.

Clients are referred through their local school or a community agency. Students and their families may also refer themselves through their school counselor to request services.

## SUCCEED

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### WHO WE HELP:

SUCCEED is an innovative post-secondary education program for students with intellectual disabilities and autism, provided by Howard Center in collaboration with area colleges.

### HOW WE HELP:

The goal of SUCCEED is to provide students with a comprehensive college experience that prepares them for a future of success, creativity, and contribution to their community. Students have the opportunity to participate in four program areas: student housing, education, campus life, and career development. Throughout their time in the program, students receive support from SUCCEED staff and from their peers, professors, and community employers. Students graduate with the ability to live in their own apartment, develop meaningful friendships, obtain fulfilling volunteer or employment experience, and establish social connections within their community.

To apply to the program, students submit an application and participate in an admissions interview with SUCCEED staff.





## Notes

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# Employment Support Services





**Working with the  
JOBS Program has  
helped me get and keep  
a job and made me more  
independent.**

**—JOBS Program participant**



# Employment Support Services

## Career Connections

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### WHO WE HELP:

Career Connections helps adults 18 and older identified as having ongoing mental health challenges find competitive employment in the community. Once employment is identified as a goal, Career Connections develops an individualized job search based on the person's interests and needs. Matching jobs to client interests has been proven to help people gain and maintain employment, thereby increasing quality of life.

### HOW WE HELP:

Career Connections focuses on an individual's strengths and helps each person obtain competitive employment in jobs that they choose. The program provides support as needed, including employment assessment and pre- and post-employment support. In addition, Career Connections provides career guidance and support in higher education focusing on both job training and college degrees. Career Connections works in collaboration with Howard Center community support clinicians, providers and clinical staff.

## Jump on Board to Success (JOBS Program)

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### WHO WE HELP:

The JOBS Program provides comprehensive case management and employment support for adolescents and young adults (ages 16-21 years) who are experiencing mental health challenges.

### HOW WE HELP:

The program focuses on assisting youth in finding and maintaining employment and developing independent living skills in order to live successfully in the community.

Clients are referred by staff in other Howard Center programs and by other community providers.

JOBS is a collaboration with Spectrum Youth and Family Services and the State of Vermont Department of Vocational Rehabilitation.



## Project Hire

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### WHO WE HELP:

Project Hire provides career development and employment support and assistance to individuals 18 and older with intellectual disabilities.

### HOW WE HELP:

Project Hire helps adults to find meaningful, competitively-paid employment. The specific supports and services offered are individualized for each person, based on their interests and employment goals. Typically, these include employment skill and interest assessments, work experiences, internships, job search and development, on-the-job training assistance, and on-going support to job seekers and their employers.

Individuals may refer themselves or may be referred by other providers, educators, or family members.

## Project SEARCH

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### WHO WE HELP:

Project SEARCH helps high school age young adults with developmental disabilities gain and maintain employment.

### HOW WE HELP:

Howard Center collaborates with area employers to provide internships for adults in their senior year who are transitioning from high school to employment. Project SEARCH participants gain and maintain employment skills. All program activities take place entirely at the workplace and include classroom instruction, career exploration, and hands-on training through worksite internships. The goal of the program is for students to graduate with transferable and marketable job skills and a job offer for competitively paid employment.



# Employment Support Services

## Reach Up

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### WHO WE HELP:

Howard Center helps Reach Up eligible parents to gain job skills and find work so they can support their minor, dependent children.

### HOW WE HELP:

In partnership with the state Reach Up program, Howard Center employs a team of clinicians and wellness coaches that work with Reach Up clients who are struggling to meet their goals due to substance use and/or mental health challenges.

The services provided include assessment, individual and group therapy, service-coordination, and community support. Howard Center provides immediate access, engagement services, and a community-based service approach that helps overcome barriers like transportation and child care.



## Notes


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## Outpatient Services





The background of the page is a photograph of three people sitting on a bench or ledge in front of a large window. On the left, a person with dark hair is partially visible, wearing a pink long-sleeved shirt and dark pants. In the center, a young woman with long, wavy blonde hair is looking out the window, wearing a pink shirt. On the right, a person wearing a bright pink hijab and a white long-sleeved shirt is looking towards the blonde woman, with their hand near their chin in a listening gesture. The window looks out onto a cityscape with various buildings.

**Our outpatient programs provide therapeutic counseling for mental health and/or substance use issues for Chittenden County children, adolescents, adults, and families in individual and group settings.**



# Outpatient Services

## Office-based Medication Assisted Treatment (Spoke)

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### WHO WE HELP:

Pine Street Spoke is an office-based opioid treatment program that provides Buprenorphine prescription in conjunction with individual and group therapy services, case management, and education to clients struggling with opioid and substance use disorder.

### HOW WE HELP:

Pine Street Spoke is closely associated with the Chittenden Clinic (Hub) in Vermont's Hub & Spoke model. Clients enrolled in the Pine Street Spoke work closely with a team of physicians, nurses and licensed counselors who provide wrap-around services and care coordination. The Pine Street Spoke is located at 855 Pine Street with a satellite location at 75 Clarke Street in Burlington, VT. For more information please call 802-488-6167.

## Outpatient Services for Children, Adults, and Families

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### WHO WE HELP:

Outpatient Services provides counseling for Chittenden County children, adolescents, adults, families, and caregivers. The outpatient team offers a comprehensive array of general mental health and specialty services.

### HOW WE HELP:

Outpatient Services provides culturally competent, trauma-informed care using evidence-based individual and group therapies; family, couples, and play therapy; case management; and psychiatric services. The goal is to promote wellness and recovery in all areas and through all phases of a person's life. Through a strength-based focus, staff encourage self-care, social connection, and autonomy.

Services are provided at Howard Center offices, in many Chittenden



County schools, and at the Milton Family Community Center. The outpatient team offers an array of general mental health and substance use treatment services, including psychosexual assessment and evaluations.

In addition, the program offers Fire Wise Kids of Vermont for children and youth who misuse fire and STAR Groups (Sexual Trauma and Recovery) for children ages 5-12 and their caregivers.

Clients may self-refer, and/or family members, care givers, or other providers may call 802-488-6000 to make a referral.



## Residential Services



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

**— 60-year-old resident**



**To accommodate individual support needs and preferences, our residential services support people in many different types of living situations including apartments, group homes, therapeutic community residences, shared living situations and other innovative living models.**



# Residential Services

## Howard Center Residential Programs

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### WHO WE HELP:

Howard Center provides residential support to children, adolescents, and adults with mental health, substance use, or developmental disability needs.

### HOW WE HELP:

Howard Center operates 23 residential homes that provide a range of services, based on individual need. Living options range from secure, therapeutic residential homes with staff who provide 24-hour support, including personal care and medication monitoring, to supported apartments where residents may come and go as they wish, knowing that Howard Center staff are available should they need additional support.

## Atwood House

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### WHO WE HELP:

Atwood House is a long-term, staffed residential home for adult female residents with developmental disabilities and significant psychiatric and medical needs.

### HOW WE HELP:

Supports include, but are not limited to, 24-hour staff support, nursing oversight, specialized care procedures, assistance with all meal preparation, support with all daily living skills and personal care, medication administration, and support accessing the community.

## Avenue 7

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### WHO WE HELP:

Avenue 7 offers transitional housing for young adults between the ages of 18 and 28 who have an intellectual disability or autism and receive Home and Community Based Services.



## HOW WE HELP:

The supportive residential community helps individuals gain the skills they need to live independently. An on-site residential advisor provides support when needed. The program is a partnership with the Burlington Housing Authority, and each person living at Avenue 7 leases their individual residence with the support of a Section 8 housing voucher.

## Branches

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### WHO WE HELP:

Branches provides permanent housing for adult clients of the Community Support Program (CSP).

### HOW WE HELP:

Branches is single-room occupancy and not a licensed home. Residents can come and go as they wish, and there is one dinner and one outing offering per week. The house is owned by Champlain Housing Trust.

## East Terrace

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### WHO WE HELP:

East Terrace is a licensed residential care home for adult females with developmental disabilities and significant medical needs.

### HOW WE HELP:

Supports include, but are not limited to, 24-hour staff support, nursing oversight, specialized care procedures, assistance with all meal preparation, support with all daily living skills and personal care, medication administration, and support accessing the community. The program is a long-term placement which allows individuals to age in place and to decrease the number of transitions one might experience otherwise.



# Residential Services

## Farm House

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### WHO WE HELP:

Farm House is a staff secured, therapeutic care residence for adults with intellectual disabilities, autism spectrum disorder, and in many cases, individuals with co-occurring mental health or substance abuse challenges.

### HOW WE HELP:

The types of support include skills development for independent living, employment, social interaction, and daily living tasks. The goal is for individuals to transition to a less restrictive housing model in 1-3 years.

## Hawk Lane

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### WHO WE HELP:

Hawk Lane is a staff secured, therapeutic care residence for adults with intellectual disabilities, autism spectrum disorder, and in many cases, individuals with co-occurring mental health needs.

### HOW WE HELP:

The types of support include skills development for independent living, employment, social interaction, and daily living tasks. The goal is for individuals to transition to a less restrictive housing model in 1-3 years.

## Lakeview Community Care Home

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### WHO WE HELP:

Lakeview Community Care Home is a licensed residential care home for adult clients of the Community Support Program (CSP).

### HOW WE HELP:

The program offers housing with nursing oversight for unlimited lengths of stay. Residents receive assistance with daily living activities such as meals, laundry, and personal care.





## Monroe Place, Allen House, and St. Paul

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### WHO WE HELP:

Monroe Place, Allen House, and St. Paul are supportive, independent living situations for adults. Although most of the residents at Monroe Place, Allen House, and St. Paul are Community Support Program (CSP) clients, this is not a requirement.

**Monroe Place** offers one-bedroom subsidized apartments for clients and one resident manager apartment. Eighty percent of residents must be Community Support Program (CSP) clients. Monroe Place is owned by Cathedral Square.

**Allen House** is a single-room occupancy building with 25 subsidized rooms.

**St. Paul** offers one-bedroom subsidized apartments for Community Support Program (CSP) clients and one resident manager apartment. St. Paul is owned by Champlain Housing Trust.

### HOW WE HELP:

A variety of services are offered at each site, as needed, including medication management, supportive counseling, conflict management, and assistance with daily living activities.

## MyPad

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### WHO WE HELP:

MyPad is an intensive supported apartment program for clients of the Community Support Program (CSP).

### HOW WE HELP:

The program serves clients who have had repeated hospitalizations or those who have lived in other residential programs who need more support to reach their goals. All apartments are subsidized.



## Residential Services

### Nancy's House

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#### WHO WE HELP:

Nancy's House is a therapeutic foster home for children. The home is part of Howard Center's Enhanced Family Treatment program.

#### HOW WE HELP:

Nancy's House provides a nurturing, foster parent supervised environment for children who need support and structure outside their family of origin. Children may attend the local public school or participate in alternative school options. In addition, Nancy's House may provide overnight or weekend respite for children not living at the house.

### Next Door

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#### WHO WE HELP:

Next Door is a licensed therapeutic living program for clients of the Community Support Program (CSP).

#### HOW WE HELP:

The program is designed to help residents transition from the hospital into the community and also serves as a possible hospital diversion alternative.

### Northern Lights

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#### WHO WE HELP:

Northern Lights is a residential program for women who are under the supervision of the Department of Corrections (DOC) and who have reached their minimum sentence and have at least one year of supervision left on their maximum sentence. They must be eligible for a Section 8 voucher. The program focuses on serving women from Chittenden County, but women from other counties may be accepted on a case-by-case basis. Women not under DOC supervision but with similar situations may be served.



## HOW WE HELP:

The program offers individual and group counseling, parenting support, and employment through collaborations with community partners. The goal is to help women build a safe, healthy, and productive life in the community while living independently. Clients are referred by the DOC staff at the women's prison. In addition, area residential facilities also make referrals.

## Park Street

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### WHO WE HELP:

Park Street is an intensive residential treatment program for adolescent males with sexual harming behaviors.

### HOW WE HELP:

Through a trauma-informed treatment approach, Park Street works collaboratively with youth, their families, and referring agencies to modify inappropriate sexual behavior through a strengths-based, skill-building focus. The goal is to inspire personal change that will help youth to care about themselves and others and to be responsible for their own behaviors.

## Pennington

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### WHO WE HELP:

Pennington is a licensed co-ed residential care home for adults with developmental disabilities and significant medical needs.

### HOW WE HELP:

The types of services include, but are not limited to, 24-hour staff support, nursing oversight, specialized care procedures, assistance with all meal preparation, support with all daily living skills and personal care, medication administration, and support accessing the community. The program is a long-term placement which allows individuals to age in place and to decrease the number of transitions one might experience otherwise.



# Residential Services

## Safe Haven

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### WHO WE HELP:

Safe Haven is a shelter for people who are homeless and whose behavior precludes other housing options. It is for adult clients of the Community Support Program (CSP).

### HOW WE HELP:

Clients have their own bedrooms and share a living room, kitchen, and bathroom. Unlike many shelters, Safe Haven residents do not need to leave during the day. It is a transitional co-ed housing program, and most admissions come from hospital referrals. Half of each guest's monthly income is saved for future housing. The program is a collaborative with Champlain Housing Trust.

## Safety Connection

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### WHO WE HELP:

Safety Connection is an overnight support program that helps people with developmental disabilities, or temporary need for nighttime monitoring, and mental health challenges, to live independently and thrive in the community. The program operates seven nights a week with clinically trained staff and with the use of state of the art technologies to create a Community of Care.

### HOW WE HELP:

Whether an individual is new to services or is looking to make a change in their living situation, the Safety Connection team collaborates with all partners to build an individualized independent living program which combines home-based monitoring technologies with clinically trained staff monitors and responders.

Individuals are referred during the intake process or by their program manager when a need for Safety Connection supports is identified by the person and their support team.



## Seventy-Two

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### WHO WE HELP:

Seventy-Two is a licensed residential treatment program for adults who are clients of the Community Support Program (CSP).

### HOW WE HELP:

The program is designed for individuals who could benefit from a structured, supportive environment before moving to a less restrictive level of care.

## Shelter Plus Care

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### WHO WE HELP:

Shelter Plus Care offers permanent supportive housing for clients of the Community Support Program (CSP). Most residents have been through other residential programs.

### HOW WE HELP:

The house is owned by Champlain Housing Trust which maintains individuals lease agreements with each resident. The co-ed housing can be permanent or long term. A variety of services are offered, including medication management, supportive counseling, conflict management, and assistance with daily living activities.

## Spruce Street

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### WHO WE HELP:

Spruce Street offers permanent supportive housing for clients of the Community Support Program (CSP).

### HOW WE HELP:

Spruce Street tenants are not required to meet homelessness criteria. Most residents have been through other residential programs.



# Residential Services

## SUCCEED

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### WHO WE HELP:

SUCCEED operates two houses for young adults with intellectual disabilities or autism who are enrolled in the SUCCEED Program.

### HOW WE HELP:

Program staff provide daytime and evening support to help students gain independent living skills. Residential advisors are available overnight should any support needs arise. When students graduate, they may choose to live independently within the community with or without continued support from Howard Center's Safety Connection Program.

## Transition House

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### WHO WE HELP:

Transition House (T House) is a residential home for males age 16-22 who have been in long-term, residential programming and are continuing treatment in a less restrictive, transitional setting.

### HOW WE HELP:

The program helps youth with complex behavioral, mental health, and substance use needs by offering individual and family therapy, vocational/educational support, and service coordination for each resident. The T House contracts with the Department for Children and Families which refers youth to the program.



## Notes

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## Substance Use Services







**Our substance use services vary in intensity from short-term detoxification programs to long-term recovery support. They include therapeutic counseling and medication assisted treatment programs.**



# Substance Use Services

## ACT I

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### WHO WE HELP:

ACT I provides 24/7/365 information, referral, screening, assessment, and supervised short-term residential support for individuals of all ages who are or are suspected to be incapacitated due to alcohol or other drugs.

### HOW WE HELP:

ACT I offers a supervised setting for clients to regain sobriety.

Following screening, individuals may stay at ACT I, be referred to the hospital for medical attention, released to a family member, or referred to protective custody. ACT I follows a goal-directed approach toward intervention and treatment and recognizes that many clients are in the midst of a life crisis. ACT I helps the person and family through the crisis, promotes stability, and recommends an appropriate post-intervention level of care and assists with referrals.

Clients are referred by police, friends, family, clergy, concerned community members or by self-referral.

**ACT I:** 802-488-6425

## Bridge

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### WHO WE HELP:

The Bridge Program provides short-term stabilization and detoxification in a non-medical setting for individuals 18 and older who are experiencing problematic alcohol or other drug use.

### HOW WE HELP:

The Bridge Program is staffed 24 hours a day. Treatment goals are individualized. Related services may be coordinated with a primary care physician or the University of Vermont Medical Center Emergency Department and through referrals to other Howard Center services.

Bridge offers medical oversight, coordination of case management services,



clinical assessments, and referrals for individuals needing more intensive treatment. Continuing care plans are developed with each client, and ongoing support after discharge is available through free, daily community support groups.

Clients may be referred by the court system, primary care providers, friends, family, clergy, concerned community members, or by self-referral.

**Bridge:** 802-488-6425

## Chittenden Clinic

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### WHO WE HELP:

The Chittenden Clinic medication assisted treatment program provides outpatient treatment, treatment supports, and pharmacotherapy (methadone and buprenorphine) for individuals who are opioid dependent.

### HOW WE HELP:

The Chittenden Clinic staff provide extensive medical, therapeutic, and case management services to individuals who are opioid dependent. Both medication assisted treatment (MAT) and medically supervised withdrawals (MSW) are provided.

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 for patients receiving buprenorphine are also provided.

Although most clients are self-referred, Howard Center's Safe Recovery Program assists in the referral process. Additionally, clients may be referred by community physicians or other community programs.

**Chittenden Clinic:** 802-488-6450



# Substance Use Services

## Impaired Driver Rehabilitation Program

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### WHO WE HELP:

The Impaired Driver Rehabilitation Program (IDRP) program serves individuals in Chittenden and Franklin Counties who have an impaired driving offense. IDRP completion is required for reinstating driving privileges whenever someone's license is suspended due to an impaired driving offense.

### HOW WE HELP:

IDRP Drinking Driver Assessments and Schools provide the screening assessment, education, and referral following license suspension resulting from a drinking and driving conviction. Howard Center offers several options for completing the program, including monthly and weekend programs.

Clients are referred by the Department of Motor Vehicles and/or Chittenden County State's Attorney Office or may self-refer.

**IDRP:** 802-488-6151

## Safe Recovery

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### WHO WE HELP:

Safe Recovery serves people who are currently using cocaine, heroin, other opioids, or other drugs, or who are in early recovery from opioid dependence.

### HOW WE HELP:

Safe Recovery provides free support throughout the recovery process, from active use to sustained recovery, including during any periods of relapse. In addition, the program seeks to reduce the incidence of drug-related harm, such as a fatal drug overdose.

The 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. Safe Recovery provides overdose prevention education and distributes overdose rescue kits with Naloxone (a nasal spray used to reverse an opioid overdose in progress).



Clients may refer themselves and walk-ins are welcome. Clients may also be referred by other Howard Center programs or other social or medical programs. Many services are anonymous, including syringe exchange, HIV testing, hepatitis C testing, and overdose prevention.

This program also provides clients with buprenorphine until they are successfully integrated into treatment.

**Safe Recovery:** 802-488-6067

## St. Albans Outpatient Counseling Services

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### WHO WE HELP:

St. Albans Outpatient Counseling Services provides comprehensive outpatient substance use counseling to Grand Isle and Franklin County residents.

### HOW WE HELP:

The program includes individual and group substance use counseling. Specific treatment options vary according to individual needs and may include individual or group therapy, case management or intensive outpatient treatment.

Clients refer themselves to the program, or they may be referred by another provider.



# Substance Use Services

## St. Albans Public Inebriate Program

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### WHO WE HELP:

The St. Albans Public Inebriate Program (PIP) supports residents of Grand Isle and Franklin County. The program provides a safe and supervised environment for individuals who are incapacitated by the use of alcohol or other drugs.

### HOW WE HELP:

The St. Albans Public Inebriate Program (PIP) provides a supervised environment for individuals who are incapacitated due to alcohol or other drugs until they can regain sobriety.

PIP also provides referrals to treatment and offers information on resources in the community. Clients are referred by law enforcement and/or medical providers.



## Notes

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# Main Number: 802-488-6000



## A Single Phone Number is All You Need

With more than 50 programs, we know it can be challenging to find the right program for you or your loved ones. That's why we have **a single phone number** for people seeking help. When you call **802-488-6000**, a member of our Access and Intake team will provide support, conduct a brief screening, schedule an intake assessment, connect you to the appropriate services, and offer information about other community resources.

## First Call for Chittenden County

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



Free suicide prevention booklet  
available at [howardcenter.org](http://howardcenter.org)  
or call 802-488-6911.