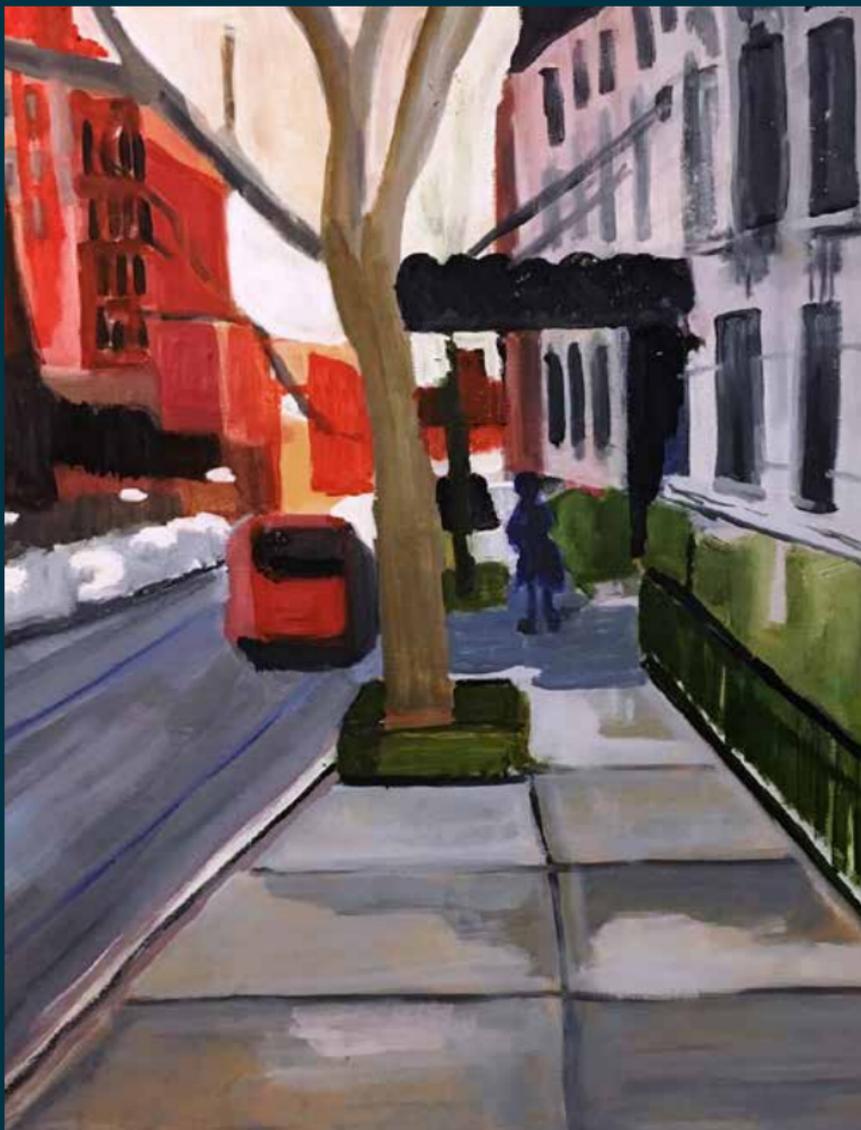


# FY19 Annual Impact & Outcomes Report

PLUS 2019 Agency Highlights



Providing mental health,  
substance use, and developmental  
services to our community.



**HOWARD  
CENTER**

Help is here.

Since 1865

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*as of June 30, 2019*

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## Thank You Board Members!

### OUTGOING



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Since 2015



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Since 2010



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Since 2013



**Michael Simoneau**  
Since 2004

### WELCOME



**Yves Bradley**



**John McSoley**

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*Cover art by Christina Pemberton Chadwick*

# Introduction

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Dear Friends,

We are pleased to present our FY19 Annual Report—a compilation highlighting some of the many ways Howard Center staff provide critical supports and services to our community.

This past year, Howard Center helped more than 16,000 people. We wish we had space to share every one of their stories because we know you would be moved by their courage, grace, and resilience. They come to Howard Center for help and support with mental health, substance use, and developmental disabilities. Many are challenged by more than one of these issues at a time.

Howard Center's programs are as diverse as the people we serve. With more than 50 programs, we provide a broad continuum of services to help people who come to us for support. They may receive counseling, residential care, school services, home-based assistance, psychiatric support, or medication-assisted treatment. For those in crisis, Howard Center's around-the-clock support and outreach is a phone call away.

While this report highlights the remarkable range, depth, and personal impact of the services and supports provided by Howard Center, there are increasingly complex challenges that require strategic planning, innovative thinking, new funding paradigms, and most importantly, maintaining a compassionate and inclusive worldview that eliminates stigma so that everyone who needs help feels safe and supported.

With gratitude for your interest and support,



*Bob*

**Bob Bick,**  
Chief Executive Officer



*Michael*

**Michael Simoneau,**  
President, Board of Trustees

# About Howard Center

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Howard Center has a long and rich history as a trusted provider in the community. With a legacy spanning 154 years, we provide progressive, compassionate and inclusive, high-quality care and supports to those in need.

We offer an array of exemplary **mental health**, **substance use**, and **developmental services** across the lifespan and our annual conference, numerous professional trainings, and free public education events help to improve care, inform our community, and decrease stigma.

## Our Mission

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

## Our 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.*

## Our 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.



Community Outreach Team

# Howard Center By The Numbers



Individuals helped in FY19	<b>16,594*</b>
Howard Center Locations	<b>60+</b>
Howard Center Employees	<b>1,645</b>
When we provide service	<b>24/7/365</b>

\* These numbers include 9,955 clients and thousands of others who receive support and services without officially enrolling as clients.

## Who We Help — By Age\*\*

Ages 0 - 5	<b>1,125</b>	<b>11%</b>
Ages 6 - 12	<b>1,142</b>	<b>11%</b>
Ages 13 - 17	<b>1,181</b>	<b>12%</b>
Ages 18 - 24	<b>1,196</b>	<b>12%</b>
Ages 25 - 59	<b>4,725</b>	<b>48%</b>
60 and over	<b>584</b>	<b>6%</b>

\*\* Numbers are rounded to illustrate categories more simply.

## Services By Category

**Community Support** • **Criminal Justice** • **Crisis Services** • **Educational Services** • **Employment Support Services** • **Outpatient Services** • **Residential Services** • **Substance Use Services**



# Howard Center By The Numbers

Total hours  
of service  
provided

10,829,350

Total number  
of services  
provided

668,717

## Other measured indicators of health and wellness:

- 100% of new clients were screened for depression, substance use problems, domestic violence, and trauma history
- 95% of clients were housed
- 77% of clients were employed or in school

## Client satisfaction is our top priority.

Here's what our clients have to say:

The services I received were right for me.	89%
My/our quality of life improved.	86%
The services I received made a difference.	89%
Staff treated me with respect.	95%
I received the help that I needed.	88%



Catherine Simonson and  
Sandra Steingard, MD at  
the 2019 Pride Parade.



## People Helped by Service

---



**4,001** in Outpatient Services

---



**1,280** in Medication Assisted Treatment

---



**1,598** in School Based Services

---



**2,250** in Community Based Support

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**3,036** in Crisis Services

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**732** in Residential Services

---



**350** in Employment Programs

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**2,465** in Multiple Services



# Program Highlight: Community Support

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**On any given day, we serve more than 1,000 people with developmental disabilities in the community.** More than 400 are working with living skills specialists and are developing daily living skills, hobbies and interests, volunteer activities, employment opportunities, social connections, and relationships. They may have medical needs or require support with emotional or behavioral needs. Each day, our living skills specialists offer compassion, care, and support.



# Help is Here for Eleanor



Eleanor has a developmental disability. She lives with her family and spends part of each day with Julia, a living skills specialist who helps Eleanor with community activities and volunteer work. They volunteer together at a garden center and at the food shelf. Eleanor is working on maintaining a healthy lifestyle so they go to the YMCA together three times a week. Eleanor also has a health condition and Julia helps to provide monitoring to ensure her well-being. The time Julia spends with Eleanor enables Eleanor's parents to work and have respite from their ongoing caregiving.

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

“The transition for my daughter from school to the adult program, went very smoothly. I can't thank you all enough.”

— A family member

# Program Highlight: Early Education

---

The Howard Center Early Childhood and Family Mental Health Program staff support the **social and emotional growth of children**, birth to 6, in partnership with their care-givers including parents, extended family, foster families, and early education providers.

We can be found in:

- a family home
- a Head Start classroom
- a school district pre-school program
- a private early education program
- a vibrant playgroup at the Winooski Family Center
- a pediatric office with new parents and their infant
- a Parent-Child Interaction Therapy session or a Child-Parent Psychotherapy session
- a training session for parents and other professionals

Children and caregivers helped

---

250

Hours of service provided

---

9,600

Families said they received the help they needed

---

99%

Quality of life improved as a result of services

---

89%

# Help is Here for Ayub



Ayub is attending a preschool classroom supported by early childhood clinician, Jane, who also supports Ayub's family in their home by helping with positive parenting strategies and connection to resources. When he began preschool, Ayub rarely smiled, and had

difficulty with age-appropriate activities and following routines. Ayub also has Sara, an interventionist to support him in his preschool classroom and in the community. She brings him to playgroups to learn and practice positive social skills. After two years of support at home, in the classroom and community, Ayub is now able to appropriately express his needs and emotions, has developed friendships, and can write his name. He smiles and laughs often.

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

“I don't think anyone can grow unless he's loved exactly as he is, now appreciated for what he is rather than what he will be.”

— Fred Rogers

## Program Highlight: Eldercare

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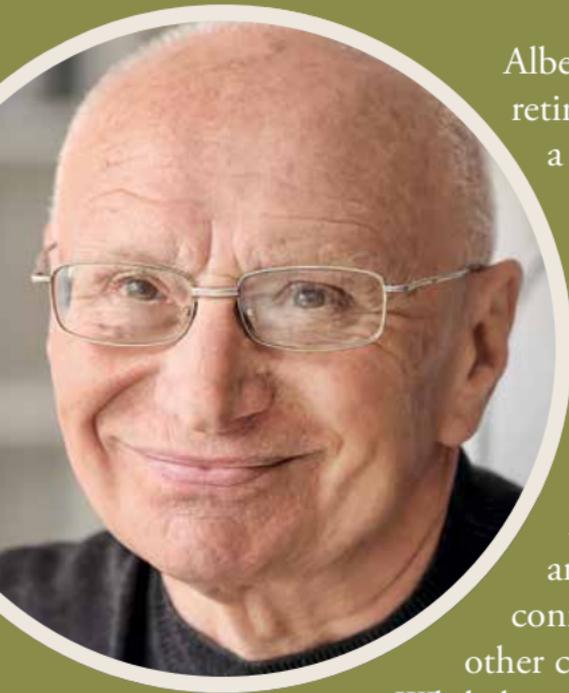
Our Eldercare Programs are part of a statewide initiative and work in collaboration with our community partners to **serve elders in their home**. These programs provide mental health services and treatment for co-occurring problems to vulnerable and homebound elders ages 60 and older who are experiencing psychological or emotional distress.

Staff also provide direct therapeutic home-based support including:

- supportive counseling
- screening and triage
- group programs to promote emotional wellness
- care coordination
- consultation
- staff education
- referrals



# Help is Here for Albert



Albert is a 74-year-old retired widower. He has a history of depression that has intensified since his partner and two good friends died last year.

Howard Center's eldercare clinician sees Albert in his home for counseling and also helps to connect Albert with other community resources.

While he still struggles, Albert has days where he feels better and more hopeful. Albert plans to continue his counseling and start a wellness routine in the coming months.

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

"I didn't trust people before, didn't feel comfortable sharing what was going on. The staff have connected with me so I could open up which has helped me."

— Howard Center client

# Program Highlight: Opiate Treatment and Intervention Services

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**Pine Street Spoke Program:** This office-based outpatient opioid treatment program provides buprenorphine prescriptions in conjunction with individual and group therapy services, case management, and education. Clients work closely with a team of physicians, nurses, and licensed counselors who provide wrap-around services and care coordination.

**Low Barrier Services:** Howard Center provides medication-assisted treatment in a number of settings including through a low barrier program that gives clients access to medication on the day they request it, ensuring that when the person is ready, the system is ready. The program also offers counseling, case management, and supports to clients throughout their recovery journey.

**Safe Recovery:** Safe Recovery serves people who are currently using cocaine, heroin, other opioids, or other drugs, or who are in early recovery from opioid dependence by providing free support throughout the recovery process, from active use to sustained recovery.

**Chittenden Clinic:** The medication-assisted treatment program provides outpatient treatment, care coordination, and pharmacotherapy (methadone and buprenorphine) for individuals who are opioid dependent. The clinic was Vermont's first hub in the hub and spoke system.



# Help is Here for Toni



Toni became addicted to opiates after back surgery five years ago. When her physician would no longer prescribe medication, she began buying drugs on the street. When she became so sick that she was hospitalized, she was able to connect to treatment. Toni has been receiving medication-assisted treatment for the past eighteen months. She is working again and feeling better most days.

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

“I have had one tidal wave after another hit me. I really doubt I would be alive if it were not for all the support, caring, and kindness I received from my whole team at Howard Center.”

— Howard Center client

# Program Highlight: Stabilization, Treatment, and Recovery Team (START) Program

---

**START provides community-based peer support services in Chittenden County.**

Through outreach, engagement, and connection, START peer community recovery specialists offer mental health recovery support that is strengths based and hope driven. Our stories, though diverse and unique, emphasize resiliency and recovery as we move toward creating relationships that allow us to learn and explore possibilities together. Our work incorporates and reflects the principles and tasks of Intentional Peer Support.

## **START Peer Support provides:**

- In-home and community connection
- Engagement
- Partnership



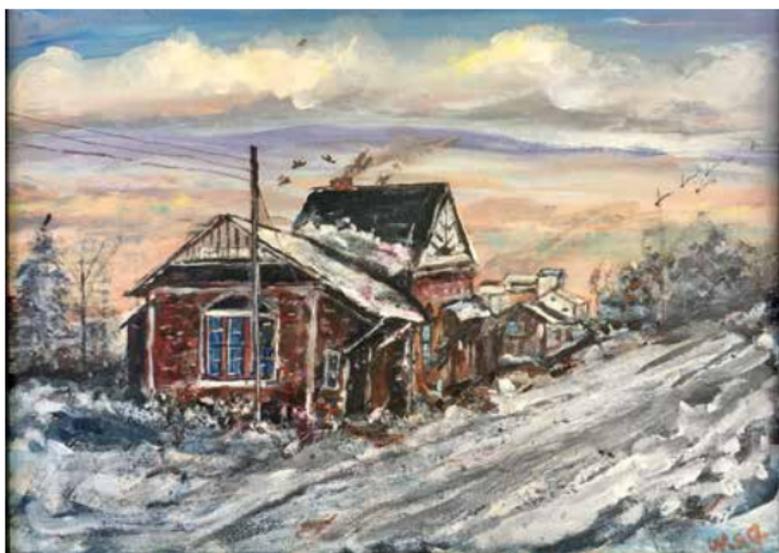
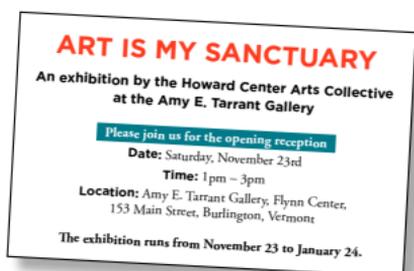
“Everyone at START was kind and willing to listen and share their stories and give examples of things that might help make my life or day or hour or minute better. Everyone was very professional. They helped me very much.”

— A START program participant

# Howard Center Arts Collective

## Our Mission

The Arts Collective works collaboratively to ensure that there are **opportunities for artists with lived experience with mental health challenges to connect, create, and exhibit work.** We strive to create a supportive, non-hierarchical community that fosters mutuality, creative expression, and empowerment. We value the transformative power of the creative process on a personal, social, and systemic level, and we acknowledge that we are stronger when everyone has a voice.



*Artwork by William St. George*



*Artwork by Heather Foster*



*Artwork by Rachel Grossman*

# Community Outreach: Community Education Series

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This year we were pleased to offer **seven free and open to the public lectures, film screenings, and panel discussions** on topics including aging, mental health, transgender identity, CBD, and suicide.

One highlight this year was the film screening of *Daniel, Debra, Leslie, (and You?)*, a documentary featuring Leslie Nelson, Howard Center’s START Team Leader who we thank for her willingness to tell her story. For Howard Center’s community education archive, visit [howardcenter.org](http://howardcenter.org). For more information about screening *Daniel, Debra, Leslie, (and You?)*, visit [thehotstoveproject.org](http://thehotstoveproject.org).

“Great film and discussion. Very moving and inspiring.”  
— Community Education Series attendee



Jeff Greenberg and Leslie Nelson  
in *Daniel, Debra, Leslie, (and You?)*

# Community Outreach: Free Suicide Prevention Guide

This free guide, developed by Howard Center staff, includes:

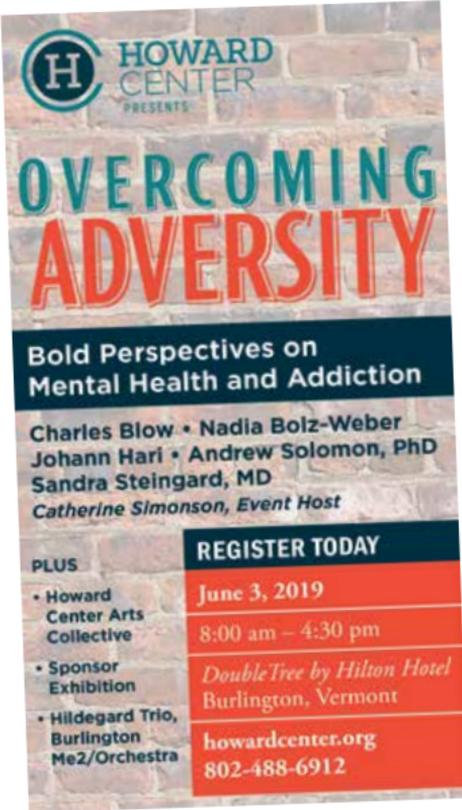
- information on risk factors
- warning signs
- local and national help lines
- other resources

More than 20,000 copies have been distributed since 2017.

The Suicide Prevention Guide is available for free by calling 802-488-6911 or visiting our website at [howardcenter.org](http://howardcenter.org) to download a copy.



# Community Outreach: Annual Conference



In June 2019, more than 400 attendees welcomed international speakers **Charles Blow**, **Nadia Bolz-Weber**, **Johann Hari**, **Sandra Steingard, MD**, and **Andrew Solomon, PhD**, to discuss “Overcoming Adversity: Bold Perspectives on Mental Health and Addiction.”

“World class authors with forward-thinking, compassionate perspectives. I was really moved by what I heard and learned.”

— Conference attendee

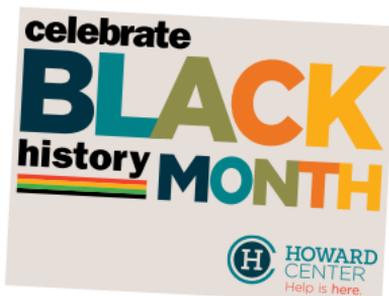
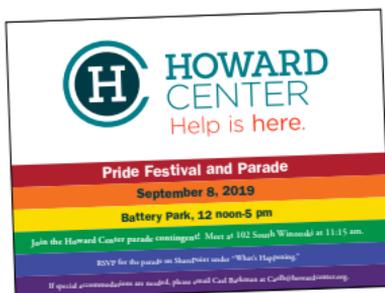


*Audience at Overcoming Adversity conference*

# Community Outreach: Diversity, Equity, and Inclusion Initiatives



Howard Center's DEI Team



We respect **WOMEN, MEN** and **NON-BINARY PEOPLE** •  
 We value **BLACK LIVES** • We stand with our **LGBTQIA+**  
**COMMUNITY MEMBERS** • We celebrate **CHILDREN** • We  
 stand with **IMMIGRANTS, REFUGEES**, with **INDIGENOUS  
 PEOPLES**, and **PEOPLE OF ALL FAITHS** • We support  
**INDIVIDUALS** and **FAMILIES** challenged by mental health,  
 substance use, and developmental disabilities.

*We stand with our **COMMUNITY**.*

**HATE HAS NO BUSINESS HERE.  
 All are Welcome Here.**

• نأ بهم مرحب لكلهم • Tất cả đều được chào đón ở đây  
 • Tous sont les bienvenus ici • ဤနေရာမှ အားလုံးကို ဆဆိုပါတယ်။  
 • Dadka kulushoo ha dhawaatheen • Svi su dobrodošli ovdje

• 在這裡歡迎所有人 • **Dhammaan waa la soo dhaweynayaa**  
 • Wote wanakubaliwa hapa • Todos son bienvenidos aquí  
 • सबै जनालाई यहाँ स्वागत छ।  
 • Сви су добродошли овдіе • མི་ཚང་མ་སེམས་བར་དགའ་བས་ཡོང།

# Annual Help is Here Award Celebration

**Howard Center recognized Senator Patrick Leahy as the 2019 Help is Here Award honoree.**

Gerri Bloomberg, a long-time Howard Center supporter, was also recognized for her 50 years of volunteer service to the organization.



*Gerri Bloomberg and family with Senator Leahy and Marcelle Leahy.*



*With Senator Leahy, past award honorees Gretchen Morse, Lisa Steele, and Whit Smith.*

# Innovation: Thinking Creatively to Solve Complex Challenges

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**TeleCare Connection** – Patients transitioning from hospital to home benefit from TeleCare Connection’s 24-hour remote monitoring with in-person professional support when needed. Howard Center is partnering with the UVM Health Network Home Health & Hospice to offer this program to provide exceptional care, prevent crises, and reduce hospital readmissions and healthcare costs.

**Safety Connection Expansion** – Howard Center’s Safety Connection combines remote monitoring technology and professional staff to deliver immediate, overnight, in-person support. Safety Connection’s Personal Emergency Response System (PERS) provides remote overnight monitoring with help buttons, fall detection, over-the-phone/text communications, and other sensors. Participants benefit from nightly scheduled check-ins, emergency over-the-air outreach, and in-person responses by trained Howard Center staff.



*Safety Connection app developers and Howard Center staff at a University of Vermont Tech Fair.*

# Howard Center Recognized as Center of Excellence



Howard Center has received the distinguished *Center of Excellence* accreditation. Below are the five Standards of Quality Care that have been met.

STANDARDS OF QUALITY CARE

## 1 Comprehensive Care

A broad scope of services to address the social determinants of health, including mental health, substance use, co-occurring and developmental disorders. *Services are integrated and coordinated with medical care and related services.*

## 2 Easy Access

The right care at the right time, in the right setting, with the right provider. *Same day appointments are typically the goal, with efficient intake processing and reduced wait time between initial contact and subsequent treatment services.*

## 3 Excellent Outcomes

Clients achieve great results that are relevant to their needs and goals. *Centers of Excellence use process and outcome measures to monitor the impact of their services.*

WORLD CLASS

## 4 Customer Service

Personalized, high quality care. *Employees feel their work is meaningful and are invested in the health of the organization. Clients experience high quality care from their initial contact with the agency until the agency's services are no longer needed.*

## 5 Excellent Value

Client satisfaction relative to the efficient use of services. *Services are efficient and cost-effective, with agencies exploring alternative payment models.*

“We are grateful for this recognition as it helps shine a spotlight on the outstanding work of our dedicated staff. Howard Center is committed to continuous quality improvement and strives to ensure that everyone has easy access to the effective supports provided by our programs.”

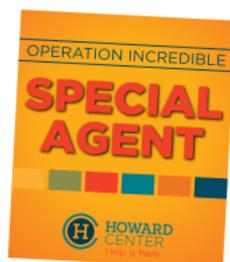
– Matthew MacNeil, Director of Evaluation and Outcomes

# Improving Quality of Care and Outcomes

# CREDIBLE

Secure.  
Proven.  
Easy To Use.

Howard Center launched a new electronic health records (EHR) system with the support of the Credible Core Project Team, our InCredible Special Agents, and our dedicated staff across the agency.



**Launch Date**

**10.1.19**

**Number of InCredible Special Agents**

**61**

**Staff who participated in training**

**1,300**

**Total hours of training**

**9,000**

“Credible will enhance our quality of care, client outcomes, and improve communication. It positions us to grow and evolve to meet changing needs.”

— Laura Pearce, Director of Information Management and Compliance



# Awards and Recognition

## Howard Center Receives National Award for “Excellence in Addictions Treatment”

Nashville, TN — Howard Center was named recipient of the National Council for Behavioral Health’s 2019 Excellence in Addictions Treatment Award, selected from 230 nominations from across the country. The award was presented during the Awards of Excellence Celebration at the National Council Conference – NATCON19, in recognition of improving the lives of Americans living with mental illnesses and addictions.



Howard Center staff at NATCON19

Senator Patrick Leahy (D-Vt.) said: “I am glad to see this recognition of Howard Center for its groundbreaking work treating addiction. Howard Center has long been a pioneer in providing effective, compassionate care through innovative models that have been replicated across Vermont and the entire country.”



# Awards and Recognition

## John Brooklyn, MD Recognized With Nyswander/Dole Award

The prestigious award was presented at the 2019 American Association for the Treatment of Opioid Dependence Conference in recognition of his outstanding contributions to opioid treatment.



Dana Poverman, Howard Center's Director of Medication-Assisted Treatment says, "John has been a driving force in changing the minds and hearts of medical providers and the public."

## Excellence Award Presented to Jessica Coleman

Intensive Services Coordinator Jessica Coleman received an Excellence Award at the Vermont Department of Mental Health Conference for her collaborative work in serving children.



Howard Center HC4Me team with Vermont Department of Health Commissioner Levine and Governor Scott

## First Call For Chittenden County Receives Award

Psychiatry residents from UVM Medical Center recognized Howard Center's First Call for Chittenden County with their Appreciation Award. It was the first time this honor was given to a community partner.



## JOBS Program Staff Member Gina D'Ambrosio Receives 2018-2019 UVM Field Instructor Award

JB Barna, Field Educator in the UVM Department of Social Work, praised Gina's "unwavering commitment" to helping homeless youth and her "passion" for engaging social work students by illustrating the connection between classroom and field.



## Governor's Excellence in Worksite Wellness – GOLD Level Award

The Vermont Department of Health and the Governor's Council on Physical Fitness and Sports presented the award to Howard Center at the Worksite Wellness Conference in Burlington in March. Special thanks to the staff HC4Me wellness team.

# Thank You For Your Generosity



## Thank you to our many donors in FY19.

Special thanks to our many business donors, a few of whom are photographed here: Northfield Savings Bank, ReArch, City Market, Catch-22, and International Executive Housekeepers Association.

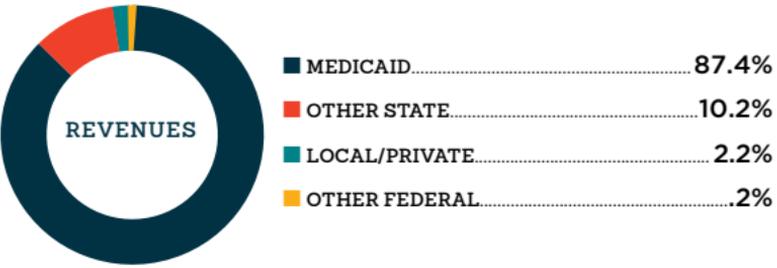
For a complete listing of our generous donors for FY19 (July 1, 2018 to June 30, 2019), please visit [howardcenter.org](http://howardcenter.org).



# FY19 Financial Summary

**Howard Center is significant to the region as a service provider and an employer.** Our FY19 budget of over \$105M included multiple and complex funding streams. Over 90% of our services are funded through the state. Nearly 85% of our budget is allocated for our workforce in direct support of the people we serve. While our scope and services are essential, many of our programs are not funded adequately. This disparity requires that we continue to depend on grants, private donations, and entrepreneurial initiatives to bridge the gap.

## ANNUAL BUDGET: \$105,244,853



*Howard Center's audited FY19 financial statement is available upon request.*

## In Memorium

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Our hearts are with those we lost this year.



## **First Call for Chittenden County**

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

**Available 24/7/365**

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

For a complete listing of our generous donors for FY19  
(July 1, 2018 to June 30, 2019), please visit [howardcenter.org](http://howardcenter.org).

PARTNER ORGANIZATIONS



**VERMONT  
CARE  
PARTNERS**

