



**HOWARD
CENTER**
Help is here.

FY 2020 OUTCOMES REPORT



7/1/2019-6/30/2020



About Howard Center

HOW WE HELP

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 leading the charge for progressive, compassionate, high quality care and treatment for those members of our community in need. Founded in 1865 as an agency serving the children of the destitute, we now offer life-saving professional crisis and counseling services to children and adults; therapeutic interventions and education programs for children with emotional and behavioral issues; supportive services to individuals with autism and intellectual disabilities who need help with education, employment, and life maintenance skills; and counseling and medical services for adults struggling with substance use and/or mental health issues.

During the year, our staff of 1,600+ provides help and support in over 60 locations. More than 19,000* clients and community members turned to us last year for services and support that help them lead more fulfilling lives.

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.



**This number includes individuals classified as clients and an estimate of other community members supported.*

HOWARD CENTER OUTCOMES

Thank you for your interest in our work. In the following pages, you will find information based on the Results Based Accountability™ (RBA) model and the subsequent Vermont Bill S.293, “An act relating to reporting on population-level outcomes and indicators and on program level performance measures.” Using the RBA model, data for each program is organized to address the following questions:

HOW MUCH DID WE DO?

Each program page provides information about how many clients and services were provided, types of groups provided, and descriptions of the programs in general. Information in this category provides an overview of the individuals served and the services provided.

HOW WELL DID WE DO IT?

Data that illustrates the quality of programs, such as individual perception of our quality, external ratings of program quality, staff information, and examples of evidenced based models are available in each program report.

ARE WE BETTER OFF?

We are often asked how effective our programs are at improving the lives of those we serve. This is a complex question because nearly all people we support are involved in a variety of services. Even so, we strive to make significant contributions to improving the circumstances that bring individuals to Howard Center. Given this, each program page includes information about individual perception of effectiveness, and when available, other ratings that point to the impact of our services.

Letter from the CEO



Dear Clients, Friends, Partners, and Supporters:

As in the past, I am honored to provide our FY20 Outcomes Impact Report. Those we serve are at the heart of everything we do, helping people to grow, develop, recover, and thrive.

This report exemplifies our commitment to our community and highlights some of our recent initiatives to improve our internal structure and staffing resources to facilitate access, improve experience and outcomes, and move toward a model of improving population health for the many clients and community members we serve.

Regards,

Bob Bick, *Chief Executive Officer*



2020 Outcomes Evaluation Project

Matthew MacNeil, Ed.D., LCMHC,
Director of Evaluation and Outcomes

*Our annual report
is available online at
www.howardcenter.org*



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Bob Bick, *Chief Executive Officer*
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Catherine Simonson, *Chief Client Services Officer*
Sandra Steingard, MD, *Chief Medical Officer*

** This list represents our board for FY20.*

Report Key

Below is our service category icon key which provides a consistent visual theme throughout the report. Some programs relate to a single service category and some span several service categories. The larger icon generally means this service is most relevant and the smaller icons represent secondary services.



Community Support Services

Our community support and employment 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 for enjoyment and employment.



Crisis Services

Our crisis programs provide timely crisis intervention and evaluation services 24/7/365 days a year to children, adolescents, and adults -- and their support systems -- who are experiencing a mental health or substance use crisis.



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.



Outpatient Services

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



Residential Services

Our residential services support people in many different types of living situations to accommodate individual needs and preferences. We offer apartment, group home, therapeutic community residences, shared living options, and other innovative living models.



Substance Use Services

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

Community Education FY20

FREE AND OPEN TO THE PUBLIC

By the Numbers

HOWARD CENTER presents

COMMUNITY EDUCATION SERIES

FREE AND OPEN TO THE PUBLIC

WHAT PEOPLE ARE SAYING:

"Loved all of it."

**"Panelists had
diverse connections
to the topic."**

**"Practical, relevant,
and useful to all of us."**

**"Great film and
engaging discussion."**

**"As a teacher in training, this presentation
was very engaging and eye-opening."**

2015-2020

2,386

total attendees

97

experts in the field
presented

96%

reported they learned
something from attending

91%

would recommend the
presentations to others

68

average attendees per session

35

total sessions

In 2015, Howard Center began offering a free and open to the public, spring and fall community education series as part of our mission and service to the community. The sessions have included presentations, panel discussions, and film screenings with rich conversation followed by Q & A. Presenters and discussants have included subject matter experts, service providers, and community members with lived experience on topics such as the opioid epidemic, trauma, suicide risk and prevention, autism, mental illness and recovery, peer support, and sleep, to name a few.

Our community education series emphasizes our commitment to our community by helping to educate, inform, reduce stigma, and increase awareness about a variety of health related topics. We recognize that through a more complete understanding of health challenges, we can help to shape a more compassionate and engaged community. Presentations are videotaped and available in an archive at www.howardcenter.org

Due to the COVID-19 pandemic, the Spring sessions of the Community Education Series and our annual conference were cancelled.

FY20 SERIES HIGHLIGHTS

4

sessions

FREE

and open to
the public

183

attendees

89%

learned something

9.2

average
recommendation
Score

82%

would recommend the
presentation to others

Howard Center Overview

11,121 CLIENTS SUPPORTED IN FY20



PROGRAM DESCRIPTION

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

PERFORMANCE MEASURES

HOW MUCH

- Over **7,000 additional non-client community members** were impacted by Howard Center staff in FY20.
- Howard Center operates **60+ locations** across the state.
- Howard Center provided **3,790,992 service hours** in FY20.

HOW WELL

- **89%** of clients reported they **received the help they needed.**
- **88%** of clients reported that the **services they received were right for them.**
- **96%** of clients reported that **staff treated them with respect.**

BETTER OFF

- **89%** of clients reported that Howard Center **services made a difference.**
- **83%** of clients reported that their **quality of life improved** because of the services they received.
- **97%** of clients are **currently housed.**
- **69%** of clients are **employed or in school.**

DECLARATION OF RACISM AS A PUBLIC HEALTH EMERGENCY

In 2020, Howard Center joined the City of Burlington and over 30 community organizations to declare racism as a public health emergency.

“We are committed to a world without racism. With roots in social justice, Howard Center staff work each day to serve our community and strengthen diversity, equity and inclusion in our organizational culture and system of care.”

— Catherine Simonson, LICSW, Chief Client Services Officer

PARTNERS: University of Vermont Medical Center, law enforcement agencies, first responders, the State of Vermont Agency of Human Services, United Way of Northwest Vermont, Vermont schools, Vermont community based non-profits, private and public funding agencies, institutions of higher education

SERVICES PROVIDED

- 24 hour crisis response for mental health emergencies
- Child and adult outpatient services
- Substance use treatment
- Services for individuals with severe mental illness
- Services for individuals with developmental disabilities
- Residential facilities for adults and children
- Therapeutic school services
- Employment services
- Case management services
- Medical care and consultation
- Consultation for community partners
- Community Education

Access and Intake

PROGRAM DESCRIPTION

Access and Intake is Howard Center's front door. It is designed to enhance and streamline care with one central phone number to access all Howard Center services. Access and Intake also provides same or next day assessments and interim or short term supports.

PERFORMANCE MEASURES

HOW MUCH

- From January through September 2020 we answered **9,671 calls**.
- Completed **269** mental health assessments.
- We have **four Intake Navigators** and the average caseload is 28 clients/families.
- Over **18,000 services** were provided to **371 clients**.

HOW WELL

- **100%** of new clients were screened for depression, substance use, suicide, and trauma history using standardized tools.
- Clients are provided with support of an **Intake Navigator** while waiting for services of another program.

BETTER OFF

- "This was **a great help to myself and my husband**, especially going through the paperwork and application process. We will definitely contact the Howard Center again if we need more services."

*The Access and
Intake Team*



PARTNERS: Vermont Department of Mental Health; Vermont Department of Disabilities, Aging & Independent Living; University of Vermont Medical Center; Refugee Integrated Services Provider Network of Vermont; Association of Africans Living in Vermont; Community Health Center of Burlington; Fletcher Free Library; Safe Harbor; Vermont Department for Children and Families; Vermont Department of Adult Protective Services; Age Well, Champlain Valley Office for Economic Opportunity, Committee on Temporary Shelter, as well as other Howard Center programs.

Counseling on Access to Lethal Means (CALM) is a training that focuses on reducing access to lethal means, such as medications and firearms, to prevent death by suicide.

100% of our clinicians are trained in CALM.



Community Support/Employment Services

Our community support and employment 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 for enjoyment and employment.

Howard Center's Zoe's Race supporters. Zoe's Race is an annual event designed to raise funds for local families who are in need of creating accessible homes for their children.

ARCh (Accessing Resources for Children)



PROGRAM DESCRIPTION

ARCh is a collaboration between Developmental Services and Mental Health to provide integrated support services to children 0-22 years of age. Clients have developmental disabilities, mental health diagnoses or a combination of both. Every child/family works with a care coordinator who helps with connection to resources, routines, support, school meetings, and transition to adult services.

PERFORMANCE MEASURES

HOW MUCH

- ARCh served **400 children** and their families.
- **52 were discharged** from the ARCh program and 13 of those were supported through DS Intake process and moved to Developmental Services waivers.
- Our Living Skills program is able to serve, at most, **60 clients** at a time, leading to a long waitlist.

HOW WELL

- **90.17%** felt as if the services were right for me/my family.
- **86.88%** of clients found services provided during COVID-19 helpful.

BETTER OFF

- **88.53%** of consumers felt services made a difference for them and their families.
- **93.55%** of consumers would recommend ARCh to family and friends.
- **88.52%** felt quality of life improved because of the services they received.

"I don't normally answer, I have nothing to recommend on any survey, but this one I truly can say they help and support me in ways I wouldn't have even thought of."

— An ARCh client



Interest in ARCh is consistently high; our current wait list stands at two years. While our number of clients has increased, the percentage of families who are satisfied with services has remained high. Families who only need monthly contact want to remain in ARCh for the flexibility we offer and how connected they feel to the program. Families continue to express a strong interest in living skills.

"We have been so impressed with the ARCH team, their immediate responses to our questions and concerns. They have provided resources and help every time we have asked."

PARTNERS: Children with Special Health Needs (CSHN); doctor's offices; University of Vermont Medical Center; Vermont Department of Disabilities, Aging & Independent Living; Vermont Department of Mental Health; Statewide Autism Workgroup; CHILL Foundation; Lake Champlain Community Sailing Center; Chittenden County schools and some alternative schools

Community Outreach Program



PROGRAM DESCRIPTION

The Community Outreach Program was created as a collaborative effort between Howard Center and local town and law enforcement stakeholders to assist individuals in the community with unmet social service needs, often as a result of mental illness or substance use. The team assists all ages, allowing first responders to respond to emergent needs and criminal behavior. Participating towns include Colchester, Essex, Milton, Richmond, Shelburne, South Burlington, Williston, and Winooski.

PERFORMANCE MEASURES

HOW MUCH

- Community Outreach had **1,575 contacts** among 567 unique individuals.
- **734 face-to-face** contacts with 348 unique clients.
- **1,958 calls** with 350 unique clients.
- **52% of face-to-face** contacts occurred working alongside law enforcement as a co-response (381/734).

HOW WELL

- **1,270 discrete referrals** made to link individuals to ongoing behavioral health, medical/dental, and social service resources in the community.
- **47% (384/818)** of the police involved contacts were able to divert first responder/police involvement.
- **25% (186/734)** of face to face contacts were proactive, helping individuals before a crisis occurred.
- **87% (639/734)** of the individuals seen face to face were not referred to the emergency room.

BETTER OFF

- Where individuals presented initially with distress, **55% showed immediate benefit** or improvement after outreach support.
- During the most challenging months of the COVID response, the Community Outreach Specialists were able to team up with Feeding Chittenden to deliver **2,436 meals** to those who were homeless and therefore housed at local hotels.

Community Outreach proactively engages individuals in the community and diverts unnecessary utilization of law enforcement and medical first responder resources. Less than 1% (92 out of 1,575) of contacts resulted in an emergency room visit (with the majority being for psychiatric crisis referrals and treatment).

COVID safety measures reduced the ability to remain face to face for the final quarter, though consistent measures to maintain phone contact occurred and Community Outreach was able to serve the community in an expanded partnership with Feeding Chittenden.

“I’ve told other people in my building. Have given cards to friends. Grateful and thankful for the service and for being able to talk to specialists when needed.”

— A community member

PARTNERS: Committee on Temporary Housing, Church Street Marketplace and merchants, University of Vermont Medical Center, Turning Point Center, Safe Harbor/Community Health Center, Burlington Housing Authority, Champlain Housing Trust, State of Vermont Economic Services Division, Veteran’s Affairs, other Howard Center programs.

Community Support Program (CSP)



PROGRAM DESCRIPTION

The Community Support Program serves adults with significant mental health and co-occurring substance use challenges. We provide case management, psychiatry, employment, residential, and recovery support. Criteria for the program are set by the Vermont Department of Mental Health, so we are serving a mandated population.

PERFORMANCE MEASURES

HOW MUCH

- CSP enabled **174 clients** to maintain stable housing by serving as their representative payee.
- **21** was the average caseload for CSP case managers.

HOW WELL

- **79%** of CSP clients reported that they received the help they needed.
- **87%** of CSP clients reported that staff treated them with respect.

BETTER OFF

- **72%** of clients that responded to a survey about our employment services said that their lives have more meaning because of their employment.



86% of clients that responded to this year's survey said that CSP services made a difference.

PARTNERS: University of Vermont Medical Center, Community Health Centers of Burlington, Champlain Housing Trust, Support and Services at Home, Burlington Housing Authority, and Committee on Temporary Shelter, and other Howard Center programs

"I feel blessed and honored to work with such an amazing organization and staff."

"All of the staff and programs have helped me get my life back on track and to truly 'live' my life again."

— A client

Early Childhood and Family Mental Health Program (ECP)



PROGRAM DESCRIPTION

We support the social and emotional growth of children, ages birth to six, in partnership with their caregivers including parents, kin, foster families, and early education providers. Increasing the capacity of a child's caregiver to meet the child's needs will have lifelong positive impacts on that child's physical and emotional health.

PERFORMANCE MEASURES

HOW MUCH

- **262** children/families received ECP services, including **126 new referrals** to our program.
- **8,065 services**, averaging 44 minutes/service were provided to these families.
- **62%** of these services occurring since the beginning of the COVID-19 pandemic.

HOW WELL

- **94.25%** of new referrals were able to begin services within 30 days of their initial contact.
- **95%** of family respondents to our consumer satisfaction survey, indicated that they “received the help we needed.”
- An ECP master's level clinician has received a Perinatal Mental Health certification, with a specialty in Mental Health/Psychotherapy.

BETTER OFF

- **95%** of family respondents to our consumer satisfaction survey, obtained at the completion of their treatment, indicated that “the quality of our life improved because of the services we received.
- **94.5%** of families reached at least one treatment goal during the past year.

“The clinician and interventionist have a wealth of information & strategies that truly helped my family. Resources, services available, and honest dialogue with them provided me with a level of confidence & support. I never felt like I was ‘just another client’. They taught my child so many skills/strategies to help him navigate his tumultuous world. The sense of teamwork and mutual respect was always present.”

— A parent

The Piggyback Program, a collaborative project between the Chittenden Clinic and ECP for parents utilizing medication-assisted treatment programs for substance use disorders, saw a 50% increase in referrals from the Vermont Department for Children and Families who recognize this program as a relevant piece of the reunification process for children and parents.

PARTNERS: Children's Integrated Services, Lund, Vermont Family Network and Child Care Resource, Building Bright Futures, Head Start, school districts and private early education providers, University of Vermont Medical Center, Vermont Department for Children and Families, community pediatricians and family physicians, and other Howard Center programs

Enhanced Family Treatment & Family and Community Based Services Living Skills Program



PROGRAM DESCRIPTION

Living Skills Interventionists provide individualized community support to clients experiencing emotional/behavioral disorders in both the community and home settings as appropriate. Interventionists work closely with clinicians and families to determine goals/objectives and to monitor progress. Interventionists plan and engage clients in age appropriate activities that target identified goals with the intent of improving functioning across settings.

PERFORMANCE MEASURES

HOW MUCH

- FCBS/EFT interventionists provided services to **38 clients**.
- FCBS/EFT interventionists provided **3,415 hours** of individual community supports.
- **14 groups** (including vacation camps) were offered and there were **81 participants**.
- During the COVID shut down (March-June) four interventionists served 15 clients via telehealth for a total of **649 hours**.

HOW WELL

- **92%** of Living Skills clients actively participated in services on a regular basis.
- **87%** of Living Skills clients were able to maintain community level of care at the time of discharge.
- Community-based skills building helped **18** Living Skills clients successfully apply developed skills in afterschool programing, vacation camps, and extracurricular activities.

BETTER OFF

- Of the clients discharged from Living Skills **79%** made progress towards their treatment goals.
- Of the clients continuing with Living Skills at the start of FY20 more than half were receiving less skills time due to **improved functioning and progress** towards goals.



“Today was awesome, can I come every day?”

— A client who attended a vacation camp

At the beginning of the pandemic, interventionists quickly transitioned to using telehealth to provide services to clients. Clients were able to make the transition, but over time, they experienced fatigue with using the telehealth platform. Maintaining engagement became a challenge.

“We appreciate Howard Center staff whenever they are able to be with our child.”

—A caregiver

“Life skills workers.”

—A caregiver’s response to the question, “What did you like best about working with Howard Center?”

PARTNERS: CHILL Foundation, Boys and Girls Club, Sara Holbrook Community Center, and other Howard Center programs

Family and Community Based Services



PROGRAM DESCRIPTION

The Family and Community Based Services program provides in-home family supports to children and their families who may be experiencing significant mental health challenges. Families are matched with a clinician and together they develop and work on treatment goals. The primary goal of the program is to provide family-focused, child-centered treatment and support. Living skills specialists provide individualized community support to clients experiencing emotional and/or behavioral disorders. Staff work closely with families to determine goals/objectives and monitor progress.

PERFORMANCE MEASURES

HOW MUCH

- **5,336 hours of service** were provided to children and their families through Family and Community Based Services.
- **124 clients and their families** were supported by seven Family and Community Based Services clinicians in FY20.



HOW WELL

- **82% of families** who completed the satisfaction survey said this was the right program for them.
- **82% of families** would recommend this program to a friend or relative.

BETTER OFF

- **84% of families** reported that they did not or no longer had DCF involvement at the time of discharge.
- **92% of families** felt that their quality of life had improved as a result of their participation.

5,336 hours of service were provided to children and their families through Family and Community Based Services.

In March 2020, our staff was required to work remotely due to the COVID-19 pandemic. Staff continued to meet with families virtually, providing community support and case management.

“Our clinician made a huge difference in our family. She was so accommodating and helped with everything we needed.”

— A family member

“I’m truly appreciative for all the help my boys and I got from you. Thank you.”

— A caregiver

PARTNERS: Home and Community Programs at Howard Center, First Call for Chittenden County, schools and school based clinicians, Vermont Department for Children and Families, primary care physicians, Howard Center and private outpatient therapists, Sara Holbrook Center, and other Howard Center programs

Operation Medsmart



PROGRAM DESCRIPTION

Operation Medsmart is a once-per-week medication support program provided by Howard Center for individuals with a developmental disability who use an automated medication dispenser. Operation Medsmart helps people who can benefit from additional support and oversight to manage their daily medication regimen. Operation Medsmart combines medication oversight by nursing staff and regular maintenance of the Medsmart automated medication dispenser. During the pandemic, Operation Medsmart has provided a medication dispenser pick up and drop off service to support consistent participation and maintain social distancing.

PERFORMANCE MEASURES

HOW MUCH

- Participation has **increased enrollment** over the past eight months (April – November, 2020) from nine to **20 participants**.
- Operation Medsmart has destroyed unused controlled medications on **18 occasions**.
- **Over 40** Howard Center staff, clients, and natural supports have been trained in association with Operation Medsmart.

HOW WELL

- Operation Medsmart maintains automated medication dispensers ensuring **smooth operation**.
- Operation Medsmart provides **accurate medication dispensing** and **safe disposal** of old medications by a Howard Center nurse.
- Operation Medsmart provides a **courier service** to pick up and drop off 20 Medsmart medication dispensers over the course of a two-week period depending on the client's needs.
- Operation Medsmart supports **case management** and provides Medsmart training to users, natural supports and staff.

BETTER OFF

- Operation Medsmart participation leads to **better health outcomes** for individuals and the community.
- Supported use of an automated medication dispenser improves and supports **independence** for some participants and may lead to a more successful transition from hospital to home.
- During the pandemic, Operation Medsmart pick-up and drop-off service **protects participants** in a high risk group.

Operation Medsmart was launched because of the pandemic and directly addresses the need to reduce in-person contact while retaining critical client supports.

By consolidating efforts to service, fill, and deliver Medsmart devices once a week, an efficient workflow is established that allows a minimal number of staff to achieve quality, consistency, and medical oversight.

Operation Medsmart improves the lives of participants by supporting medication adherence and reducing the complexity of managing medication.

PARTNERS: Freedom Pharmacy, University of Vermont Medical Center, Community Health Centers

Parent-Child Interaction Therapy



PROGRAM DESCRIPTION

Parent-Child Interaction Therapy is an evidenced-based therapy for young children, ages 2 through 7, with behavioral challenges and their caregivers. The therapist provides in-the-moment coaching, through a one way mirror, to support the family's use of effective skills to manage the child's challenging behavior and to enhance positive parent-child interactions.

PERFORMANCE MEASURES

HOW MUCH

- **36 families** were served during the year, amounting to a total of **630 services**.
- Parents were provided with equipment to support their accessibility to **telehealth services** not only during the pandemic, but as an addition to in-clinic services.

HOW WELL

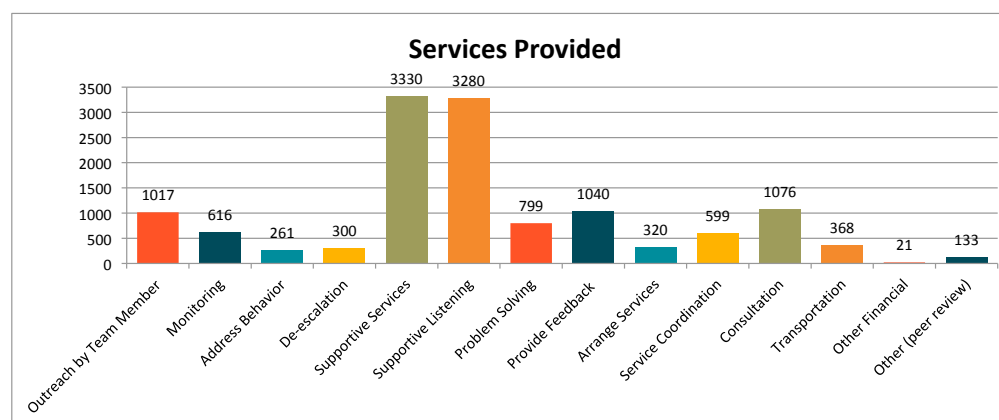
- Approximately **50% of families** chose to utilize some telehealth options. Several families currently continue to utilize telehealth, in addition to in-clinic services.
- **95%** of family respondents to our consumer satisfaction survey, obtained at the completion of their treatment, indicated that they "received the help we needed".

BETTER OFF

- Caregivers reported a **61% decrease** in the frequency and intensity of the challenging behaviors which led them to seek support.
- Caregivers reported a **43% decrease** in their perception of their child as presenting with a "challenging problem."

"Our therapist was amazing to work with! Her patience and dedication to us (our family) showed every time we walked through the doors. Her energy was great to be around and helped us get through some tough times."

— A client



PARTNERS: Children's Integrated Services, Lund, Vermont Family Network, Child Care Resources, Building Bright Futures, Head Start, School Districts and private early education providers, University of Vermont Medical Center, Vermont Department for Children and Families, Family Services, community pediatricians and family physicians, and other Howard Center programs

Project Hire



PROGRAM DESCRIPTION

Project Hire assists individuals with an intellectual disability or autism to find and keep meaningful and competitively paid work. Individuals with these diagnoses have been historically underemployed and reliant on public benefits. Securing employment is key to overall satisfaction, emotional well-being, social connection, and increasing financial stability.

PERFORMANCE MEASURES

HOW MUCH

- Project Hire served **253 people** in FY20.
- **80% of individuals** served in the program were employed at the end of February.

HOW WELL

- **43 individuals** were supported to continue working during the pandemic given their classification of essential workers.
- Individuals received support to apply for unemployment benefits.

BETTER OFF

- Average rate of **pay increased by 4.2%** to \$12.21 per hour.
- Estimated earnings of people served in FY20 was **\$1,114,830**.



80% of individuals served in the program were employed at the end of February.

- **Began at Howard Center in 1982.**
- **Provides services with a positive impact.**
- **Supports ongoing skill development.**
- **Supports clients to find competitively paid employment.**

PARTNERS: Vermont Department of Vocational Rehabilitation, Chittenden County schools, local employers

Respite Enhancement



PROGRAM DESCRIPTION

The Respite Program serves children up to the age of 18 who are open to the agency and not in the custody of the Vermont Department for Children and Families. The program aims to provide caregivers with a planned break while engaging children in pro-social, community-based activities. Generally, children receive services for five hours per week for up to a year. The Respite Program is funded with grant money through the Vermont Department of Mental Health.

PERFORMANCE MEASURES

HOW MUCH

- **36 children** were referred to the respite program in FY20.
- **23 children** were matched during FY20.
- **Eight employees** work part-time for the respite program.

HOW WELL

- **100%** of the children worked with a consistent respite provider during the duration of their respite services.
- **100%** of the children served were introduced to a new activity in the community.
- We have been able to prioritize a client **100%** of the time if they are in need of more timely services.

BETTER OFF

- **100%** of respite matches that ended were because services were not needed anymore due to either progressing in the program or moving.

COMMENTS FROM PARENTS AND CAREGIVERS:

“Anita has been a huge support to our family by providing stability to our son through divorce and deaths in the family.”

“Jessica has kept my girls engaged in their schoolwork through a very hard time.”

“Our provider came up with several virtual activities and kept my child busy through the COVID-19 shutdown.”

PARTNERS: Vermont Department of Mental Health

The Respite program had a smooth, successful year delivering a quality service to Chittenden County families.

The current structure offers respite to families for up to one year.

With a timeline in place and the ability of our current respite providers to serve more children over the summer, we have begun to see movement on the waiting list and respite is once again recognized as a viable service within the agency. During the COVID-19 shutdown in the Spring, all respite providers were able to stay engaged with their clients over Zoom and by telephone. This provided a smooth transition back to face-to-face services in June.

We are currently providing 100% of services face-to-face, in the community again.

RPC+ Resource Parenting Curriculum (plus Trauma Informed Parenting Skills)



PROGRAM DESCRIPTION

Vermont RPC+ is a trauma-intensive workshop that educates caregivers (adoptive, foster, kin, and guardianship) about the impact of trauma on the development, attachment, emotions, and behaviors of the children in their care. RPC+ guides parents to improve their relationships with their children and their ability to manage challenging emotions and behaviors.

PERFORMANCE MEASURES

HOW MUCH

- In FY 20, **29 participants** registered for the class and 24 completed the class.
- Child care was provided to **13 children** for the fall and spring sessions.

HOW WELL

- **17** participants indicated that they would recommend this training to other foster/kin/adoptive parents.
- **12** participants who rated the class indicated that the class met or exceeded their expectations.

BETTER OFF

- As a result of this class, **17** participants reported feeling more confident in their skills to parent foster/adoptive children.
- As a result of this class, **17** participants reported that they were less likely in the future to request a change of placement for a child in their care.



“I have a better understanding of how trauma affects children.”

— A program participant

“I came to a better understanding of my child in what he is going through and what he went through.”

— A parent

“For me repetition helps. Though many things I had heard before, it was helpful to hear again.”

— A program participant

PARTNERS: Other programs within Howard Center, Vermont Department for Children and Families, Lund Post Adoption Services, University of Vermont Child Welfare Partnership

Stabilization, Treatment and Recovery Team (START)



PROGRAM DESCRIPTION

Through outreach, engagement, and connection, START peer community recovery specialists offer peer support that is strengths based and hope driven. Our services emphasize resiliency and opportunity and reflect the principles and tasks of Intentional Peer Support.

PERFORMANCE MEASURES

HOW MUCH

- From 10/1/2019 – 6/30/2020 START staff provided **1,533 peer support engagement appointments** to **99 unique individuals**.
- The COVID-19 pandemic increased our ability to provide peer support services via **telehealth**. The use of telehealth effectively increased our availability and accessibility.

HOW WELL

- **100%** of recently surveyed clients reported that they received the peer support that they needed.
- **100%** of recently surveyed clients reported that the peer support staff treated them with respect.
- **100%** of recently surveyed clients reported that they received the peer support services that were right for me.

BETTER OFF

- **83.3%** of recently surveyed clients reported that their quality of life improved because of the peer support services they received.
- Specific to Covid-19: When asked, **50%** of clients surveyed said that they agreed or strongly agreed that video/phone options are as effective as meeting in person.



100% of recently surveyed clients reported that the peer support services they received made a difference.

“Without START I wouldn’t be here. Everyone is very supportive. Thank you.

Howard Center has gone out of their way for me and I am here because of Howard Center, START, and ASSIST.”

— A program participant

PARTNERS: Referrals from Howard Center

Street Outreach



PROGRAM DESCRIPTION

A street-based program in Burlington operating seven days a week, Street Outreach connects people with social services. This is accomplished by creating relationships within the community and coordinating and consulting with area providers. The team also collaborates with the Burlington Police Department to address the social service components of calls for service.

PERFORMANCE MEASURES

HOW MUCH

- Street Outreach had **5,371 contacts** with 751 unique individuals.
- **3,170** of these contacts (59%) were for community members not enrolled in Howard Center services.

HOW WELL

- Assisted with over **555 referrals** to service.
- Merchants indicated that they access Street Outreach **64% of the time** instead of calling BPD.

BETTER OFF

- During the initial phase of COVID 19, Street Outreach partnered with Feeding Chittenden and delivered **1,927 meals** to homeless individuals sheltered in hotels.



1,927 meals were delivered to homeless individuals sheltered in hotels.

Since Street Outreach has always operated primarily outdoors in a public setting, it has been one of the few service providers offering face-to face assistance in the Burlington area during COVID-19. Street Outreach spent much of 2020 assisting individuals in navigating the “new norm” of the pandemic. Assistance was primarily focused on obtaining shelter and food and keeping clients on track with medical appointments. Thus, despite it being a pandemic year, contact numbers are slightly higher than FY19.

PARTNERS: Committee on Temporary Housing, Burlington Police Department, Church Street Marketplace and merchants, University of Vermont Medical Center, Turning Point Center, Safe Harbor/Community Health Center, Burlington Housing Authority, Champlain Housing Trust, State of Vermont Economic Services Division, Veteran’s Affairs, other Howard Center programs, Champlain Valley Office of Economic Opportunity



Crisis Services



Community Outreach staff (from left to right):
Alyssa Nieman, Christopher Spodick, Rachel Lawler,
Liam Walsh, and Samantha Spencer.

Our Crisis Services provide crisis intervention and evaluation services 24/7/365 days a year to children, adolescents, and adults – and their support systems – who are experiencing a mental health or substance use crisis.



PROGRAM DESCRIPTION

The ASSIST program is a six-bed crisis stabilization and hospital diversion program for adults who are experiencing a mental health crisis. The program is staffed 24 hours a day, with part time nursing and Advanced Practice Registered Nurse (APRN) support and oversight. We support the philosophy of providing services within the least restrictive environment.

PERFORMANCE MEASURES

HOW MUCH

- ASSIST had **267 admissions** serving 216 unique individuals.

HOW WELL

- **85.8% of satisfaction survey responses** stated the program gave them the help they needed.

BETTER OFF

- **92.5% of clients** reported that they met their goals while at ASSIST.



“ASSIST helped me from the ER to get back on my meds, and helped me greatly with navigating a very difficult time in my life. The ability to just have a place to stabilize and calm down was extremely helpful.

The staff also had an extremely friendly demeanor and made me feel very comfortable and at home.”

— A client

Behind the Curve:

The COVID-19 pandemic impacted the program in the 4th quarter, as referrals dropped by 23% and the number of clients that withdrew their referral when a bed became available increased from 29.1% to 44.8%.

PARTNERS: Vermont Department of Mental Health, all designated agency crisis bed and crisis referral programs, Brattleboro Retreat, Rutland Regional Medical Center, Central Vermont Medical Center, University of Vermont Medical Center, Committee on Temporary Shelter, ANEW Place, Vermont Psychiatric Care Hospital, Pathways Vermont, and other Howard Center programs

Jarrett House



Help is here

PROGRAM DESCRIPTION

The Jarrett House is a 6-bed crisis residential program for children ages 5-13 experiencing an acute mental health crisis. The average length of stay is 9.2 days. The goal of the Jarrett House is to stabilize children in crisis and to coordinate a safe transition back to their communities.

PERFORMANCE MEASURES

HOW MUCH

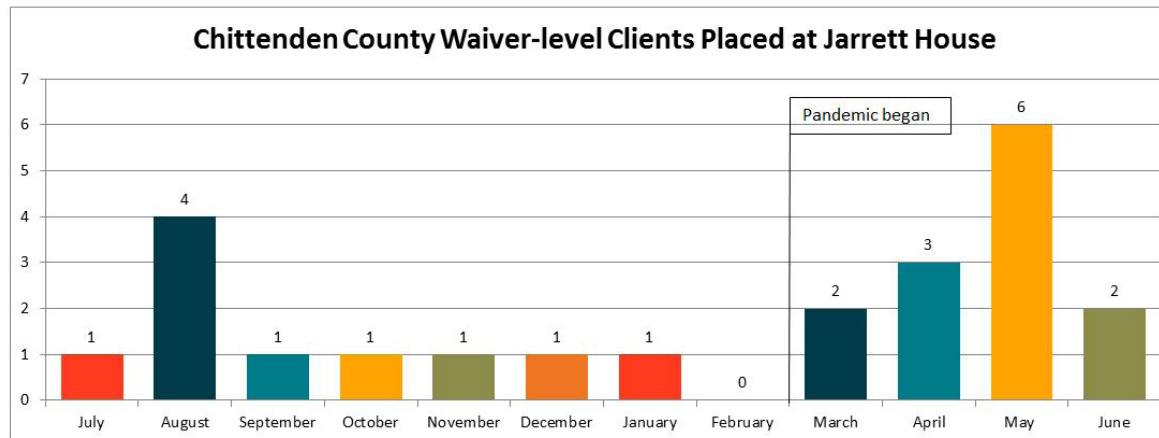
- **154 admissions** among 116 unique clients.
- Average length of stay was **9.2 days** with a range of 0-28 days.
- The program served clients from **12 counties** throughout Vermont.

HOW WELL

- **28 clients** (24%) were admitted more than once in the year.

BETTER OFF

- **98%** of overall admissions discharged to a lower level of care.
- **88%** of caregivers reported that the services their family received were right for them.



PARTNERS: Vermont Designated Agencies (especially crisis teams), Vermont Department for Children and Families, schools, community mental health providers, Brattleboro Retreat, Vermont Department of Mental Health, and other Howard Center programs

During FY20, there was a significant increase in the number of clients being readmitted within the year (24%, compared to 16% in FY19). In the majority of those instances, these clients were on waitlists for higher levels of community services that may have only been able to support families on an outpatient basis instead. Additionally, the months of the pandemic saw a significant increase in Chittenden County clients who were receiving waiver level services being placed, showing the negative impact of the lack of face-to-face services in maintaining these high-acuity children in the community.

“Jarrett was instrumental in helping my daughter get the help she needed and I just wanted to thank you and your team.”

— Follow up from a parent a year after their child’s admission



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.

Administrative staff at the Baird School dress up for Halloween.

Autism Spectrum Program (ASP)



PROGRAM DESCRIPTION

The Autism Spectrum Program provides year-round intensive, specialized instructional and behavioral treatment and support to individuals ages 2-21 with an autism spectrum disorder (ASD). To help children learn and grow to their fullest potential, services are provided in school and 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 to families, school teams, and community members.

PERFORMANCE MEASURES

HOW MUCH

- ASP provided intensive Applied Behavior Analysis (ABA) 1:1 behavioral treatment services to **30 children** and youth, ages two to 15 years.
- ASP provided treatment to children with ASD in **18 different schools** in Chittenden County.

HOW WELL

- ASP has a team of **ten licensed Board Certified Behavior Analysts** (BCBA) who lead the program and oversee the individualized treatment interventions of each client.
- **100%** of consumers agreed or strongly agreed that ASP provided services that made a difference in the lives of their children and families.

BETTER OFF

- **60.1%** of children/youth receiving ASP this year exhibited a decrease in their overall level of clinical need or maintained a stable level of need.
- **100%** of family survey respondents agreed or strongly agreed that ASP's services helped to improve their quality of life.



100% of family survey respondents agreed or strongly agreed that ASP helped improve their quality of life.

PARTNERS: Chittenden County School Districts: Burlington School District, Mount Mansfield Unified Union District, Essex Westford School District, Champlain Valley School District, Colchester School District, South Burlington School District, Children with Special Health Needs (CSHN), University of Vermont Medical Center, State-wide leaders of Behavior Intervention (BI) programs, ARCh, and other Howard Center programs

ASP's Board Certified Behavior Analysts (BCBAs) provide each autism interventionist (1:1 staff) with a high level of both indirect and direct supervision and training in the principles of Applied Behavior Analysis and autism as well as on-going family support.

This year presented unique challenges with the COVID-19 pandemic closing schools thus removing any opportunity for in-person learning. ASP successfully transitioned to telehealth services for most clients. Remote sessions were individualized to meet the client and family's needs.

Despite the changes and challenges, clients and families endured during these unprecedented times. Clients enrolled in the ASP continued to experience an increase in social communication, adaptive behavior, daily living and functional learning skills.

Baird School



PROGRAM DESCRIPTION

The mission of Baird School is to provide multifaceted academic, social, emotional, and behavioral programming for students who experience significant challenges in these areas, equipping them with the skills and strategies that will allow them to function successfully in the least restrictive educational environment available to them. Baird School is a licensed independent special education school serving students from kindergarten through eighth grade. The school has the capacity to serve 52 students; nine of these students receive intensive supports.

PERFORMANCE MEASURES

HOW MUCH

- Baird School served a total of **55 students** and their families.
- Baird School served **students from four Vermont counties** representing 15 different school districts.

HOW WELL

- **100 %** of families agree or strongly agree they received the help they needed from Baird School.
- **84%** of families agree that the services provided by Howard Center during the COVID-19 pandemic were helpful.

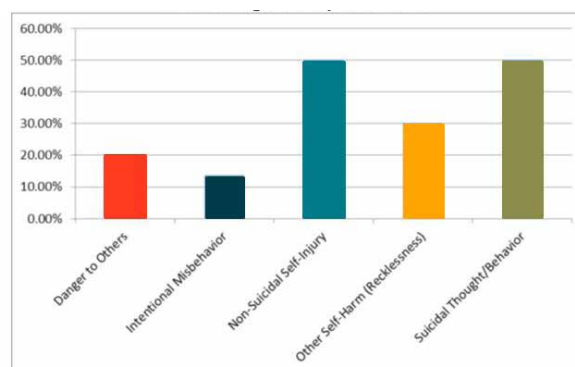
BETTER OFF

- On average, Baird School students made over **one year's growth** in reading.
- Baird students averaged a **one year's growth** in mathematics across all grades.

"This has been a great school year for B. She was happy to go to school unlike the year before. Staff is GREAT!! I am looking forward to her getting back to learning all the great skills that are being taught to her."

"I appreciate the collaborative approach that the Baird team exemplifies."

Child and Adolescent Needs and Strengths (CANS) Child Risk Behaviors: Percentage of Improvement



PARTNERS: Vermont Agency of Education, Vermont Council of Special Education Administrators, Vermont Department of Mental Health, Council for Independent Schools, and other Howard Center programs

INCLUSION



PROGRAM DESCRIPTION

The purpose of the INCLUSION program is to provide school and home-based supports and services to clients with emotional disabilities, in order to help them find success in public school placements. The INCLUSION program is highly responsive to the needs of school districts, beginning services to students within four weeks of referral acceptance.

PERFORMANCE MEASURES

HOW MUCH

- INCLUSION served **46 students** and their families.
- INCLUSION services provided in **18 schools** in Chittenden County.

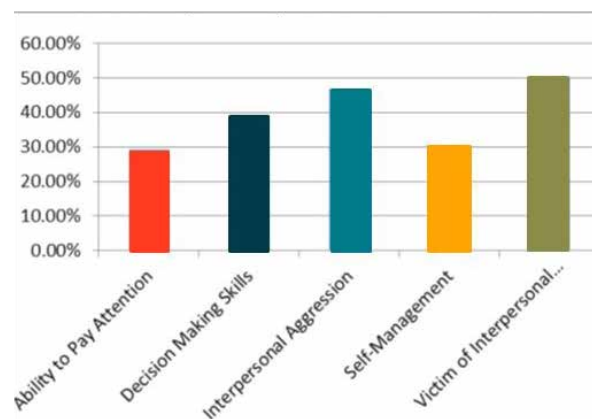
HOW WELL

- **100%** of families agree or strongly agree they received the help they needed.
- **73%** of families found the services provided by Howard Center during the COVID-19 pandemic helpful.

BETTER OFF

- **Three students** discharged to in-school regular classrooms with less support (7%).
- **36 students** remained in services (78%).

Child and Adolescent Needs and Strengths (CANS) Comprehensive Assessment: Percentage of Improvement at post measurement



PARTNERS: Vermont State Behavior Interventionists, Directors Committee, Chittenden County school districts, Vermont Department of Mental Health, Vermont Council of Special Education Administrators, and other Howard Center programs

“This is our second year with INCLUSION going on our third and our team is amazing. Always going above and beyond for my family. Thank you so much, team.”

— A family member

“The family clinician has been an amazing asset for our family. They go above and beyond for us. Thank you for all of your hard work in helping my son and me during these difficult times.”

— A caregiver

“Everyone was super great during these hard times! They made sure we were ok and were essential to our success.”

— A parent

Resource Center at Knight Lane



PROGRAM DESCRIPTION

The Resource Center at Knight Lane provides continuing education opportunities for adults with developmental disabilities. The core of the program is to offer a varied class schedule that supports all areas and levels of independence. Social connection, skills building in areas of interest, self-advocacy, and community involvement are skills encompassed in each class.

PERFORMANCE MEASURES

HOW MUCH

- **Classes offered on site** or through contracts are determined by a scheduling group made up of clients and staff on a monthly basis.
- From April to October, a variety of **78 Zoom classes** have been offered.

HOW WELL

- Participation has ranged from three to twelve people attending classes on the Zoom platform with an **average of six per class**.

BETTER OFF

- Zoom classes have created **connection** for individuals who are medically compromised and unable to access the community safely.



Average class size is six people per class.

Response to Zoom classes has been overwhelmingly positive. Providers, guardians, and staff have expressed appreciation for this popular resource that promotes social connection and reduces isolation.

There have been reports that clients look forward to the next Zoom class which is indicative of the level of interest and positive connection with peers. The degree to which there has been a positive impact as well as increased participation in Zoom classes has been impressive.

Despite the return of face-to-face support, the demand for Zoom classes has continued to grow, showing the effectiveness of this new opportunity.

PARTNERS: Vermont Studio Arts (Adult Arts Education Program), Special Services Transportation Agency, Burlington Self Advocates, Green Mountain Self Advocates, Boys and Girls Club of Burlington, Greater Burlington YMCA, King Street Youth Center, Burlington City Arts, Fletcher Free Library, Home Base, Isham Farm, Arts Collective, North End Studio, South Burlington Library, and other Howard Center programs

School Services



PROGRAM DESCRIPTION

School Services collaborates with school teams and families to address the challenges that prevent youth from experiencing healthy development and school success. School Services Clinicians (SSC) provide intensive youth and family focused mental health, case management and problem solving support. They act as the link between home, school, and community. Additionally, they integrate into the school team and offer school-wide mental health prevention, intervention, and crisis consultation.

PERFORMANCE MEASURES

HOW MUCH

- School Services has **61 masters level clinicians** and five interns working in 49 schools and/or alternative programs across eight districts.
- School Services served **781 formal clients** and 1777 informal clients.

HOW WELL

- **94% of students agree** that they received the help they needed from the School Services clinician.
- **97% of caregivers agree** that my student and I received the help we needed from the School Services clinician.
- **96% of school partners** agree that the services had a positive influence on the school's relationship with the families.

BETTER OFF

- **86% of clients** improved or sustained growth in literacy and math.
- **86% of clients** were engaged during the COVID-19 school closure.



“Our School Services Clinician is OUTSTANDING! My family and I cannot express enough how much she has helped my son and our family. We had some pretty scary things happen with our son at the beginning of school. She has gone Above and Beyond....I truly believe our son is still with us today because of her.”

— A caregiver

“The School Services Clinician has been my life raft and I don’t think I could have been able to deal with the challenges with the school in an effective way had she not been there to fight by my side to get my student what she needed.

Knowing the SSC was at the school to keep my student safe was huge and so helpful to make sure no further trauma happened. The SSC has time and time again gone above and beyond to make sure we have what we need and my questions and concerns are addressed.”

— A caregiver

PARTNERS: Eight school districts in Chittenden County, Centerpoint Adolescent Treatment Services, the Department for Children and Families, University of Vermont Medical Center, and other Howard Center programs

SUCCEED



PROGRAM DESCRIPTION

SUCCEED is a post-secondary education program for students with intellectual disabilities, provided in collaboration with area colleges. Students participate in four program areas: Student Housing, Education, Campus Life, and Career Development. Students graduate with the ability to live independently, develop and maintain friendships, obtain employment, and establish social connections within their community.

PERFORMANCE MEASURES

HOW MUCH

- **13 clients** served in 2020.
- **8 of 13 employed** (62%).
- Celebrated our 10th annual graduation ceremony in July 2020 (**48 total grads since 2011**).

HOW WELL

- **82 clients** served since 2008.
- **16 UVM undergrad Social Work students** have completed their senior year internships with SUCCEED.
- **Two residential sites.**

BETTER OFF

- **100%** of our 2020 grads have transitioned to independent living with Burlington Housing Authority vouchers.
- **90%** of our grads since 2011 have transitioned to independent living.
- **67%** student employment rate since 2016.



100% of 2020 grads have transitioned to independent living with Burlington Housing Authority vouchers.

A SUCCEED parent speaking about their son's experience as a student:

"He has made monumental leaps in the development of both his confidence and his independence – not only in moving to a new community which was completely out of his comfort zone but also learning how to cook."

PARTNERS: University of Vermont, Burlington Housing Authority, local businesses, local employers



Residential Services

Partnering with University of Vermont Larner College of Medicine medical students to landscape at one of our programs.

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



Family Supportive Housing



PROGRAM DESCRIPTION

The Family Supportive Housing (FSH) program is a collaboration between the State of Vermont, the Committee on Temporary Shelter (COTS) and Howard Center with a goal of moving families more rapidly from shelters and state-funded motel stays into housing. Families work on goals for maintaining housing in collaboration with a Howard Center licensed clinician in their home. The FSH Clinician offers clinical and life skills assistance to each household including therapeutic individualized counseling, support to improve family functioning, and parenting education. The Clinician addresses barriers and works toward making life long sustained changes to prevent the cycle of homelessness from happening again.

PERFORMANCE MEASURES

HOW MUCH

- **21** families were provided services by one clinician through Family Supportive Housing.
- **Six** families completed and were discharged from Family Supportive Housing. This means that those families discharged from the program were stably housed and able to maintain their residence.

HOW WELL

- **87%** of families who were receiving FSH were stably housed compared to 76% statewide.
- **73%** of families enrolled in the program created and are maintaining a personal budget plan.

BETTER OFF

- Nearly **87%** of families were current on their rent while 100% of families were in good standing with their landlords compared to 77% statewide.
- **80%** of families with children are currently placed at home and do not have any involvement with the Vermont Department for Children and Families.
- At the end of FY20, **none** of the families enrolled in the program were at risk of homelessness.



At 19 years of age, Sarah is maintaining her family's home. She is debt free and her son is receiving services so he can be successful in preschool.

PARTNERS: Vermont Department for Children and Families, Champlain Valley Office on Economic Opportunity, Committee on Temporary Shelter, Vermont Department for Children and Families Economic Services, Champlain Housing Trust, Burlington Housing Authority, Lund Child Care, Trinity Child Care, Chittenden County schools, and other Howard Center programs

Sarah (name changed) is a 19 year old new American mother of a three year-old child.

When we first met Sarah, she was living with her son and her mother who has significant mental health concerns at one of the COTS Family Shelters.

The family's housing voucher was in her mother's name. Through FSH, we were able to change the voucher to Sarah's name. We also had all utilities put in Sarah's name.



Substance Use Services

The Howard Center Arts Collective works collaboratively to ensure that there are opportunities for artists who have lived experiences with mental health challenges or substance use disorders to connect, create, and exhibit work.

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

ACT 1 Substance Use Crisis Program



PROGRAM DESCRIPTION

The ACT 1 program provides a safe environment where individuals who are incapacitated due to alcohol or other drugs are sheltered until they regain sobriety. Individuals assessed to be incapacitated are sheltered in the ACT 1 program or due to safety considerations may be sent to the correctional center in police protective custody, or directed to the hospital for medical attention.

PERFORMANCE MEASURES

HOW MUCH

- ACT 1 completed at least **1,524 screenings**.
- ACT 1 had a total of **962 admissions**, representing a 63% admission rate.

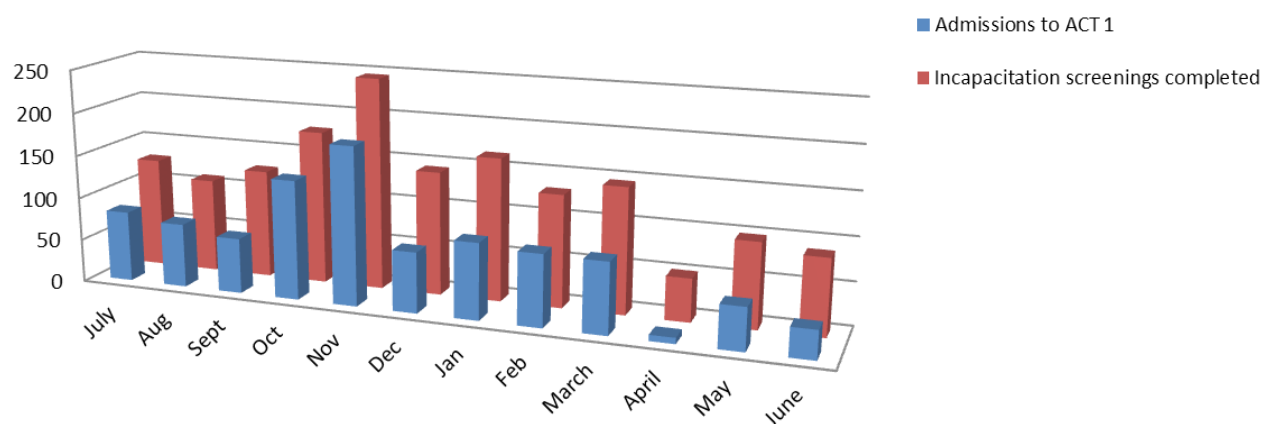
HOW WELL

- **93%** reported they received the help they needed.
- **100%** reported the quality of the ACT1 program to be “excellent” or “good”.

BETTER OFF

- **96%** reported that they felt more stable at discharge than when they arrived.
- **83%** reported that their quality of life improved because of the services they received.

ACT 1 Screenings and Admissions by month



PARTNERS: Local police departments, Vermont State Police, Vermont Department of Corrections, University of Vermont Medical Center, University of Vermont, United Way, Vermont Department of Health Division of Alcohol and Drug Abuse Programs, and other Howard Center programs

There have been significant changes to ACT 1 as a result of the COVID-19 pandemic. The program was temporarily relocated to another Howard Center facility for one month in March in order to keep three crisis stabilization programs open.

The overall bed capacity has been reduced from five to two as clients are no longer able to share bedrooms due to the need to maintain social distancing. The program had to discontinue accepting walk-in clients and will only screen an individual who is in protective police custody.

Despite these changes, the program continued to provide respectful support to ACT 1 clients as they become sober and return to the community.

Bridge



PROGRAM DESCRIPTION

The Bridge program is a 6-bed crisis residential alcohol and drug social detox program, and the only social detox program in Vermont. Accepting individuals from throughout the state, the program offers 24-hour support, withdrawal management, and referrals to aftercare supports for community members ready to break the cycle of substance use over a 5-day period. The social detox model emphasizes providing peer and social support while the individual is detoxing. With the COVID-19 pandemic, we are no longer able to treat individuals in shared rooms which has decreased overall capacity to four beds.

PERFORMANCE MEASURES

HOW MUCH

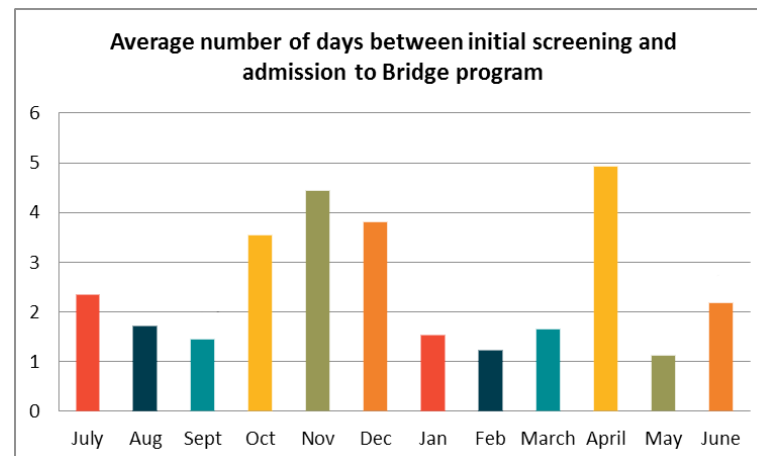
- **434 admissions** among 333 individuals.
- **95%** of admissions were for alcohol detox, remaining admissions for withdrawal management from opiates and stimulants.

HOW WELL

- **97%** reported that they received the help they needed.
- **99%** reported that they would rate the quality of services received to be “excellent” or “good”.

BETTER OFF

- **98%** reported that they felt more stable at discharge than when they arrived.
- **94%** reported that their quality of life improved as a result of the services they received.



PARTNERS: University of Vermont Medical Center Emergency Department, Community Health Center/Safe Harbor, Burlington 12-step community, Turning Point Centers, Valley Vista, Serenity House, Pine Street and Day One Intensive Outpatient program, warming shelters, and other Howard Center programs

“The staff respectfully presents options while leaving your recovery up to you.”

— A resident

The program has also been able to develop remote telehealth medical screenings in collaboration with University of Vermont Medical Center Emergency Department (ED) physicians, which has worked well to admit clients to the program without additional ED visits or utilization.

As many recovery supports have moved online, the program has also worked with clients to try to link them to online resources to prepare them for maintaining their sobriety upon discharge. Clients are also able to participate in these activities while admitted to the program.

Chittenden Clinic



PROGRAM DESCRIPTION

The Chittenden Clinic, the model for Vermont's Hub and Spoke treatment system, provides medication-assisted treatment to people with opioid use disorder and other co-occurring mental health, medical, and social challenges.

PERFORMANCE MEASURES

HOW MUCH

- **1,246 clients** were served at the Chittenden Clinic in FY20.
- **1,007 clients** was the average monthly census at the Chittenden Clinic in FY20.
- **85%** of clients have a mental health diagnosis in addition to opioid dependence.

HOW WELL

- The Chittenden Clinic had **no waitlist** in FY20.
- **74%** of clients were retained 90 days or more.
- **77% agreed** or strongly agreed that they were receiving services that were right for them.

BETTER OFF

- **80%** of clients tested negative for opioids after 90 days treatment in FY20.
- **65 clients** were discharged to spokes in FY20 (a lower level of care).
- **57%** of client were able to utilize take home medication in FY20 (a proxy for stability in treatment).



80% of clients agreed or strongly agreed that Chittenden Clinic's services helped improve their quality of life.



The Chittenden Clinic is the first opioid treatment provider in the country to receive a certification from the National Committee of Quality Assurance and is accredited by the Commission on Accreditation of Rehabilitation Facilities.

We rapidly pivoted at the end of March to respond to the state of emergency presented by COVID-19.

We reduced our daily census, closed on Sundays, and provided services remotely wherever possible.

We maintained essential services of nursing, admin support, medical providers for methadone inductions, and security on-site.

Counseling and other support services were temporarily provided remotely.

PARTNERS: Vermont Department of Corrections, Lund, University of Vermont Medical Center, Turning Point Center, Chittenden County Opioid Alliance, Human Trafficking Task Force, Vermont Department for Children and Families, Community Health Centers of Burlington, and other Howard Center programs

Rocking Horse Circle of Support



PROGRAM DESCRIPTION

The Rocking Horse Circle of Support is designed to provide a substance use prevention and early intervention support to women who are pregnant and/or parenting and who have also been affected by substance use. The program provides participants with knowledge and skills, and offers a safe and caring interpersonal climate to discuss needs, problems, and issues. It is designed to serve populations in a rural setting who might be isolated and lack access to a variety of resources.

PERFORMANCE MEASURES

HOW MUCH

- In the Fall 2019 session of Rocking Horse, **six women** participated and completed the group.
- In the Spring session of Rocking Horse, **eight women** were scheduled to participate in the group before COVID.

HOW WELL

- “This was a **helpful** group meeting people that know what it is like.”
- “I liked the group of girls and **felt welcomed**. Staff and women cared about feelings and thoughts.”
- “You ladies are very **thoughtful** and you made me feel special and wanted.”

BETTER OFF

- **Three** of the women who identified that they were not feeling good about themselves indicated that they were feeling good about themselves after participating in the group.
- **Four out of four participants** felt that they were better able to cope with stress after participating in the group.
- Three women reported that they were **taking better care of themselves** as a result.



“I really enjoyed spending time with the other moms and the facilitators.”

PARTNERS: Howard Center mental health and substance use programs, Chittenden Clinic, University of Vermont Medical Center, Community Health Centers of Burlington, Committee on Temporary Shelter, Vermont Department of Health Division of Alcohol and Drug Abuse Programs

Safe Recovery



PROGRAM DESCRIPTION

Safe Recovery is a professionally-staffed recovery center for people who are living with opioid dependence, or who inject drugs. Safe Recovery is a harm reduction program that supports people in all phases of drug use from active use to sustained recovery. The program seeks to reduce incidence of drug-related harm, such as overdose, incarceration, unemployment, homelessness, loss of parental rights, and transmission of infections like HIV and Hepatitis C.

PERFORMANCE MEASURES

HOW MUCH

- Distributed **3,985 doses** of Narcan.
- Served **1,056 members** of the syringe exchange.
- **6,104 visits** to the syringe exchange.

HOW WELL

- Conducted **445** drug treatment options counseling sessions.
- **100%** of clients surveyed reported that they received the help that they needed.
- **100%** of clients surveyed reported that the services they received made a difference.

BETTER OFF

- **295** reported successful overdose reversals.
- Safely disposed of **315,325** used syringes.
- Accepted **107 clients** in our new low barrier buprenorphine treatment program.



**100% of clients surveyed
reported that the services they
received made a difference.**

PARTNERS: SAMHSA, Vermont Department of Health, University of Vermont Medical Center, Turning Point Center, Chittenden County Opioid Alliance, Community Health Centers of Burlington, and other Howard Center programs

Safe Recovery - Low Barrier Buprenorphine Program



PROGRAM DESCRIPTION

Safe Recovery is a safe place for people to come to for support, even if they are currently using illegal substances. Helping someone stay safe today, whether or not they are using today, is an important part of supporting their recovery. The Safe Recovery Program offers a variety of services, including HIV and Hepatitis C testing, syringe exchange, free anonymous distribution of Narcan overdose reversal kits and drug treatment options counseling and referral.

PERFORMANCE MEASURES

HOW MUCH

- **166 clients** have been served in FY20; 116 were enrolled on 7/30/20.
- **74 clients** were enrolled in a 9-month SAMHSA program evaluation for some period of FY20.
- Since COVID and Howard Center's shift towards telemedicine, clients in the SAMHSA program evaluation attended **433 telehealth sessions** with their MAT provider on Zoom or over the phone.

HOW WELL

- At their 6-month benchmark, **89%** of clients in our SAMHSA program evaluation were still in MAT treatment. 2% had transferred to other MAT services but could not be reached to confirm continued engagement, and 9% had dropped out.
- As of this time, **88%** of enrolled clients have an up-to-date assessment.

BETTER OFF

- Clients in treatment reduced heroin use by **91%** on average from intake to the last follow up at nine months.
- Clients at nine months had a **78% reduction in time spent in jail** or prison in the previous month.

One unexpected result is that Safe Recovery has seen clients residing further from Burlington and in more rural areas than previously.

Safe Recovery has served clients living in Chittenden, Franklin, Rutland, Addison, Caledonia, Lamoille, and Washington counties.

PARTNERS: Committee on Temporary Shelter, Burlington Police Department, Church Street Marketplace and merchants, University of Vermont Medical Center, Turning Point Center, Safe Harbor/Community Health Center, Burlington Housing Authority, Champlain Housing Trust, State of Vermont Economic Services Division, Veteran's Affairs, other Howard Center programs