HOWARD CENTER'S GUIDE TO

Programs and Resources

HOWARD CENTER
Help is here.

SECOND EDITION

About Howard Center

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

Our staff of 1,600 provides help and support in over 60 locations throughout Vermont. More than 19,000 clients and community members turn to us each year for help to lead healthier and more fulfilling lives.

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

—A Howard Center Friend

THIS PROGRAM GUIDE WAS PRINTED WITH GENEROUS SUPPORT FROM National Life Group Foundation

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.

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Getting Started at Howard Center

Howard Center Main Number
802-488-6000

Howard Center's Access and Intake Line

We will answer questions, conduct a brief screening, schedule an intake assessment, offer support and connection to resources and services at Howard Center or in the community. Cultural liaisons are available to support our refugee and immigrant communities.

Frequent reasons for calling:

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

First Call for Chittenden County
802-488-7777

Howard Center's Crisis Line

Available 24/7/365

Frequent reasons for calling:

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

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WHAT TO EXPECT WHEN YOU CALL

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

- medical history
- current medications you are taking

WHAT IF THE MAIN NUMBER IS BUSY WHEN YOU CALL?

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

HOW ARE SERVICES RECEIVED?

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

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

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

Visit us at www.howardcenter.org for more information about our programs and upcoming events.

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

Community Support Services

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

Since it began in 2018, Community Outreach has expanded into nine communities: Colchester, Essex, Hinesburg, Milton, Richmond, Shelburne, South Burlington, Winooski, and Williston.

Community Support Services

ARCh (Accessing Resources for Children)

WHO WE HELP:

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

HOW WE HELP:

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

Individuals are referred by staff from other Howard Center programs, as well as the Vermont Department of Health, or other community providers.

Community Outreach

WHO WE HELP:

The Community Outreach Program provides a range of services for adults, young adults, and families in Colchester, Essex, Hinesburg, Milton, Richmond, Shelburne, South Burlington, Williston, and Winooski. Outreach specialists work in partnership with local and regional law enforcement, businesses, and citizens to respond to individuals with unmet social service needs, often due to mental health or substance use issues.

HOW WE HELP:

The Community Outreach Program works with police and service providers to coordinate support for individuals who have mental health, substance use, housing, or other social service needs. The team is also a resource for downtown businesses and service providers who make referrals when they are aware of an individual in need of social service supports. Outreach workers

also make efforts to prevent and address the sometimes disruptive behaviors of individuals who demonstrate acute and chronic mental illness or substance use disorders.

Clients can self-refer to the Community Outreach Program or they are engaged by a team member in participating communities. The team also receives referrals from service providers, police, family members or friends, merchants, and concerned community members.

Community Outreach: 802-488-7778

Community Support Program

WHO WE HELP:

The Community Support Program (CSP), part of the agency's long-term supports and services, serves over 500 Chittenden County adults 18 and older with severe and/or persistent mental health challenges who meet specific eligibility requirements set by the state.

HOW WE HELP:

The Community Support Program helps people to lead fulfilling lives. Professional clinical staff provide assessment, case management, supportive counseling, employment services through Career Connections, housing assistance, residential services, social and recreational opportunities through Westview House and the Arts Collective, medication evaluation, and psychiatric consultation. Westview House is a psychosocial clubhouse that offers meals, social outings, and other supports in downtown Burlington. The Arts Collective offers opportunities for artists with lived experience and community members to connect, create, and exhibit work. With the support of staff, clients establish an individualized treatment plan and goals. Services are provided at Howard Center clinics and residential homes, community locations, and in client homes. In addition to self-referrals, clients may be referred by hospital social workers, other social service professionals, or family members.

Community Support Services

Developmental Services: Home and Community Based Services

WHO WE HELP:

Home and Community Based Services, part of the agency's long-term supports and services, provide a comprehensive array of support to over 800 people with intellectual disabilities and autism who meet program criteria.

HOW WE HELP:

Home and Community Based Services are individualized and based on each person's needs. The application process includes a determination of eligibility, a needs assessment, and a proposal for individualized services. Individuals approved for services are connected with a service coordinator who helps the client and their team create a person-centered plan of care (Individual Support Agreement). Services available often include a variety of residential options, such as shared living provider situations, licensed residential homes, and supported independent living. Individuals also have the opportunity to attend Howard Center's Resource Center to develop new skills and to better access their community. Many supports are available for clients who receive Home and Community Based Services — employment, case management, respite, clinical, crisis, and transportation.

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

Early Childhood Program

WHO WE HELP:

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

HOW WE HELP:

The Early Childhood Program offers home-based parenting education and support, supportive counseling for children, consultation, advocacy, and case management. Early childhood clinicians may provide consultation and support in early education and Head Start classrooms to facilitate the social and emotional fluency of young children. Program staff train childcare providers, and our clinicians are certified as Vermont Bright Futures Information System (BFIS) trainers.

The Early Childhood program administers Parent Child Interaction Therapy (PCIT).

The Early Childhood Program also provides Perinatal Support Services to any person experiencing Perinatal Mood and Anxiety Disorders (PMADS) during pregnancy and within the first year after delivery. Services include screenings, education, in-home support and office-based, home-based or telehealth therapy.

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

Eldercare

WHO WE HELP:

The Eldercare program at Howard Center is part of a statewide initiative. Howard Center, in collaboration with Age Well, our local Area Agency on Aging, and other community partners, provides mental health and substance use treatment to elders in their homes.

HOW WE HELP:

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

Community Support Services

Enhanced Family Treatment

WHO WE HELP:

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

HOW WE HELP:

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

Family and Community Based Programs

WHO WE HELP:

Family and Community Based Programs provide child-centered, family-friendly supports to help families with children from ages 5-18 who have significant emotional, behavioral, or mental health challenges.

HOW WE HELP:

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

Clients are referred through various Howard Center programs, schools, or community providers.

Intensive Family Based Services

WHO WE HELP:

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

HOW WE HELP:

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

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

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

Services are usually provided in the client's home or in community settings where the family spends time or identifies a need for support. Referrals are generally through the Department of Children and Families, Family Services Division, or another Howard Center program.

Rocking Horse Circle of Support

WHO WE HELP:

The Rocking Horse Circle of Support is designed to provide a substance use prevention and early intervention program to women who are pregnant and/or parenting and who have also been affected by substance use.

HOW WE HELP:

The program provides participants with education and skills, and offers a safe and caring interpersonal climate to discuss needs, problems, and issues. A survey is given to participants at the beginning of the first group and at the last group session.

It is designed to serve populations in a rural setting who might be isolated and lack access to a variety of resources.

Parent Child Interaction Therapy

WHO WE HELP:

The Parent Child Interaction Therapy (PCIT) program helps parents with children age 0-6 who are experiencing social, emotional, and behavioral challenges.

HOW WE HELP:

Parents and children take part in family playgroups, and therapists offer immediate feedback to help parents develop effective parenting skills. The "real-time" feedback gives parents the chance to focus on positive behaviors while they practice using consistent strategies aimed at improving relationships with their child.

START

WHO WE HELP:

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

HOW WE HELP:

START peer support staff offer community connection through relationships that are based on a shared understanding of what is most helpful to the person being served.

START peer support staff use their personal experience, knowledge, and training to inform their work. START peer support services are strength-based and hope-driven.

Clients may refer themselves or they can be referred by their current treatment providers. We offer a sliding-scale fee schedule to individuals not covered through Medicaid.

Street Outreach

WHO WE HELP:

The Street Outreach Team provides a range of services for adults, young adults, and families in the city of Burlington, while also holding a consistent presence in the downtown Burlington Business District. Outreach specialists work in partnership with local and regional law enforcement, businesses, and citizens to respond to individuals with unmet social service needs, often due to mental health or substance use issues.

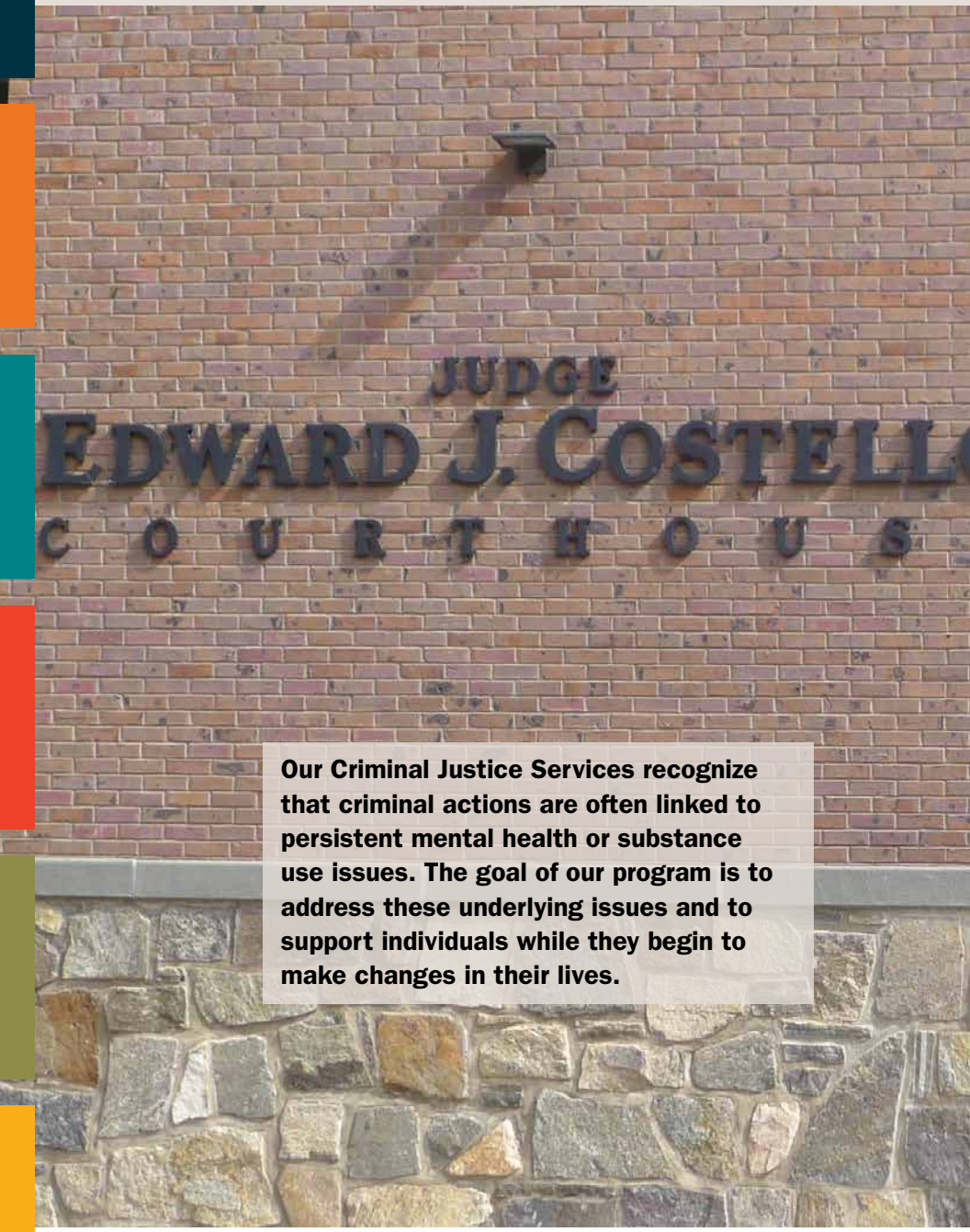
HOW WE HELP:

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

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

Street Outreach: 802-488-7013

Criminal Justice Services



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

JUDGE
EDWARD J. COSTELLO
COURTHOUSE
ENTRANCE

Treatment Court

WHO WE HELP:

Unlike other courts, Treatment Courts focus on helping and supporting non-violent offenders with substance use or mental health-related issues on their path to recovery. Our goal is to provide treatment, and to help individuals avoid incarceration and develop a healthy lifestyle.

HOW WE HELP:

Our Treatment Courts, on both State and Federal levels are part of a national effort that recognizes that criminal behavior is often the result of mental health and/or substance use issues. Treatment Courts bring together judiciary, prosecution, defense bar, and Howard Center to provide treatment for non-violent offenders whose crimes were a result of substance use and mental health-related issues. We offer assessments, including psychiatric assessments when needed, individual and group counseling, intensive outpatient treatment, and an aftercare group for graduates. Our case managers meet with each participant on an ongoing basis to help them connect to other resources for supports for medical needs, employment, disability determinations, housing, food, transportation, vouchers, and counseling.

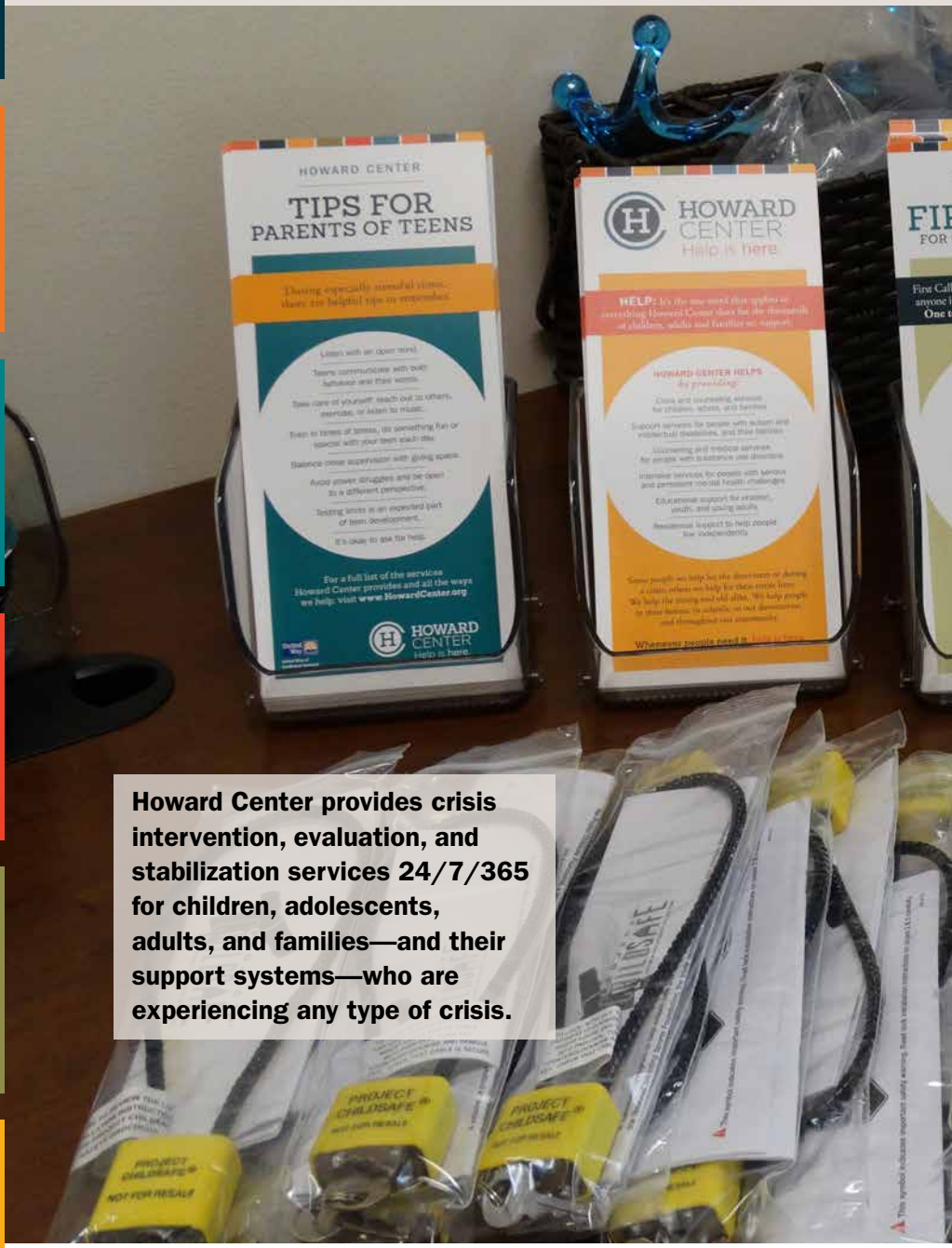
To graduate from the program, individuals need to be:

- 100% free from all non-prescribed substances and/or enrolled in a Medication-Assisted Treatment Program (MAT);
- Living in stable housing;
- Employed, in school, or receiving SSI/DI;
- Under the care of a primary care physician;
- Connected to sober community supports;
- Engaged in counseling;
- Free of all criminal charges.

For more information about the Treatment Courts, call 802-488-6215 or 802-488-6000.

Notes

Crisis Services



Howard Center provides crisis intervention, evaluation, and stabilization services 24/7/365 for children, adolescents, adults, and families—and their support systems—who are experiencing any type of crisis.

First Call

FOR CHITTENDEN COUNTY

802-488-7777

HOWARD CENTER
Help is here.

Crisis Services

ASSIST Adult Crisis Stabilization

WHO WE HELP:

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

HOW WE HELP:

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

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

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

First Call for Chittenden County

WHO WE HELP:

First Call for Chittenden County serves individuals regardless of age or diagnosis with the philosophy that the caller defines the crisis.

HOW WE HELP:

Clinicians are available 24/7/365. Callers can expect phone or onsite support, crisis intervention and assessment, referrals to appropriate

services, and connection to follow-up care.

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

First Call for Chittenden County: 802-488-7777
Please remember that during a medical emergency, call 911 immediately.

Jarrett House Children's Crisis Stabilization

WHO WE HELP:

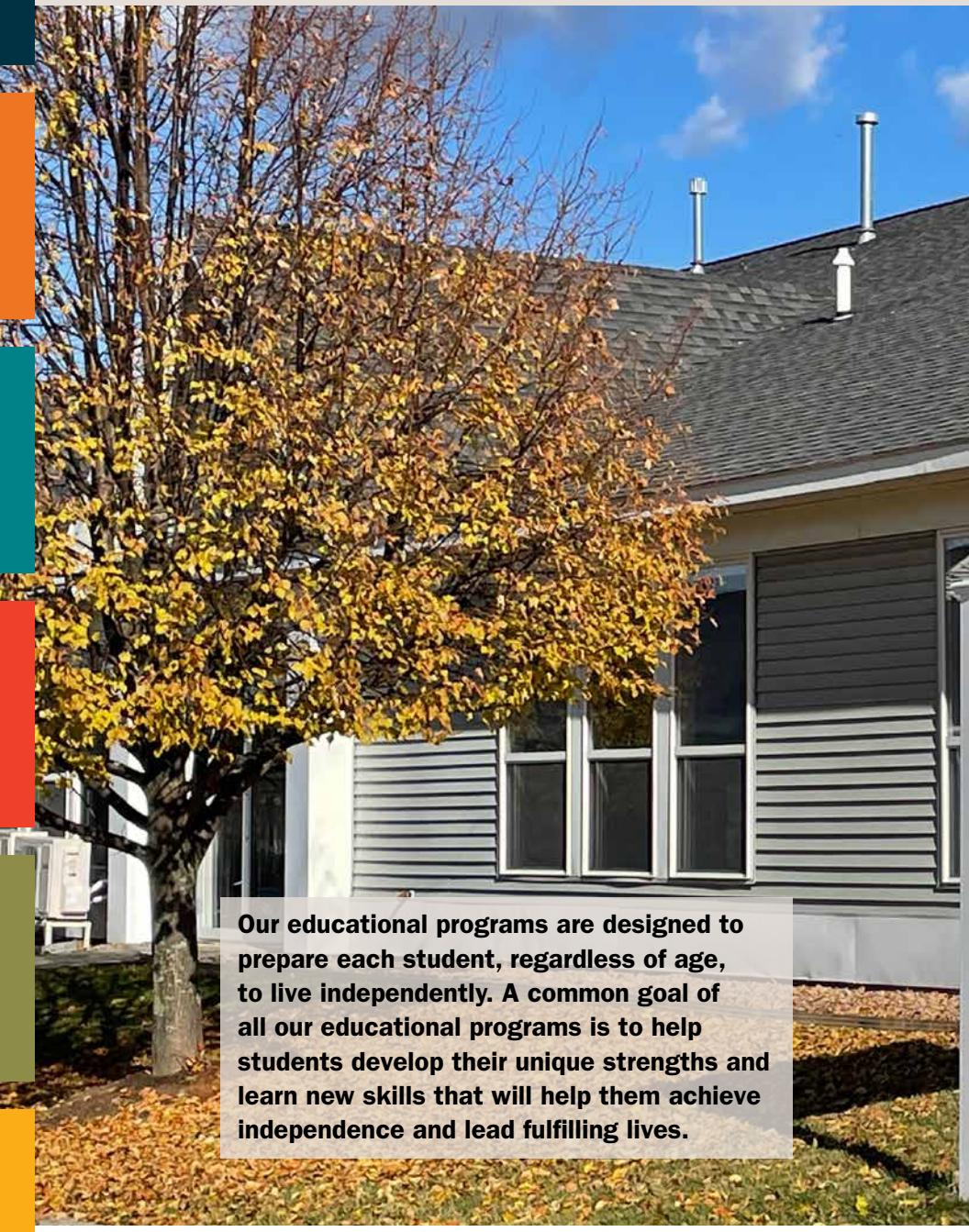
Crisis stabilization beds are available to support Vermont children and youth ages 6-14 who are experiencing an acute mental health emergency.

HOW WE HELP:

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

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

Educational Services



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

JEAN GARVIN
SCHOOL
55 Day Lane
TENANT
PARKING
ONLY

Educational Services

Autism Spectrum Program

WHO WE HELP:

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

HOW WE HELP:

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

Clients are referred through their local education agency, Children's Integrated Services, or by family members.

Baird School

WHO WE HELP:

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

HOW WE HELP:

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

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

Centerpoint School

WHO WE HELP:

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

HOW WE HELP:

The Centerpoint School provides educational supports and programs to teens and young adults with emotional, behavioral, mental health needs, and/or substance use disorders. The school is one component of Centerpoint Services, and students may receive additional support such as individual, family, or group counseling, and intensive outpatient treatment for adolescents.

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

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

Fay Honey Knopp School

WHO WE HELP:

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

HOW WE HELP:

The Park Street Program provides comprehensive treatment in a residential setting for young men with sexual harming behaviors. Residents attend the onsite Fay Honey Knopp School which provides differentiated academic instruction, experiential learning, and embedded therapeutic interventions where students develop the skills needed to safely reintegrate back into the least restrictive environment for successful community living.

Clients are referred through their local team of providers in conjunction with the Department of Mental Health or the Department of Children and Families.

Educational Services

INCLUSION

WHO WE HELP:

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

HOW WE HELP:

The INCLUSION Program serves children and youth with serious emotional, behavioral, and mental health needs. Master's level specialists partner with public school staff to develop and manage all aspects of the behavioral and therapeutic elements of a student's educational program. A continuum of intensive supports and services are offered within the regular education environment, and also through tutorial services, to ensure that a student's needs are fully addressed without placing undue demands on the school's regular staff. Family services and summer programming are also provided.

Students are referred by their local education agency.

Jean Garvin School

WHO WE HELP:

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

HOW WE HELP:

The Jean Garvin School provides intensive special education instruction by highly qualified teachers. The school uses trauma-transforming practices, interventions and treatment, consultation, pro-social skills development and family work to provide a safe educational environment.

Students are referred by their local education agency.

School Services Program

WHO WE HELP:

The School Services Program helps children from ages 5 to 22—and their families—who face a broad range of challenges that may impact learning and school behavior.

HOW WE HELP:

The School Services Program provides social work services and therapeutic interventions for children and families through the public schools to address a range of needs that impact healthy development and school success. Howard Center's master's level clinicians work in all Chittenden County schools, in addition to home and community settings.

Students are referred by their local school, a community agency, or by family members.

SUCCEED

WHO WE HELP:

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

Educational Services

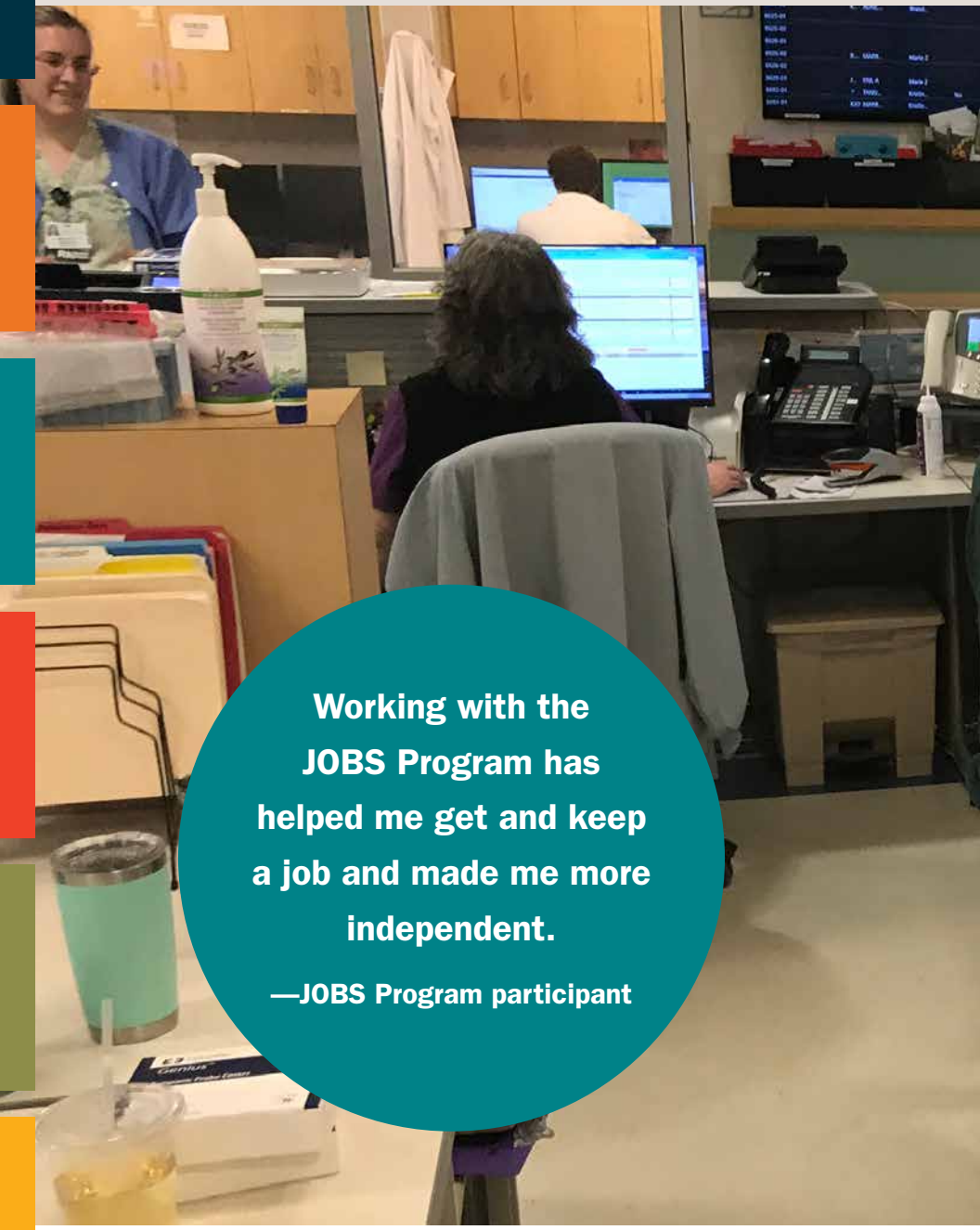
HOW WE HELP:

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

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

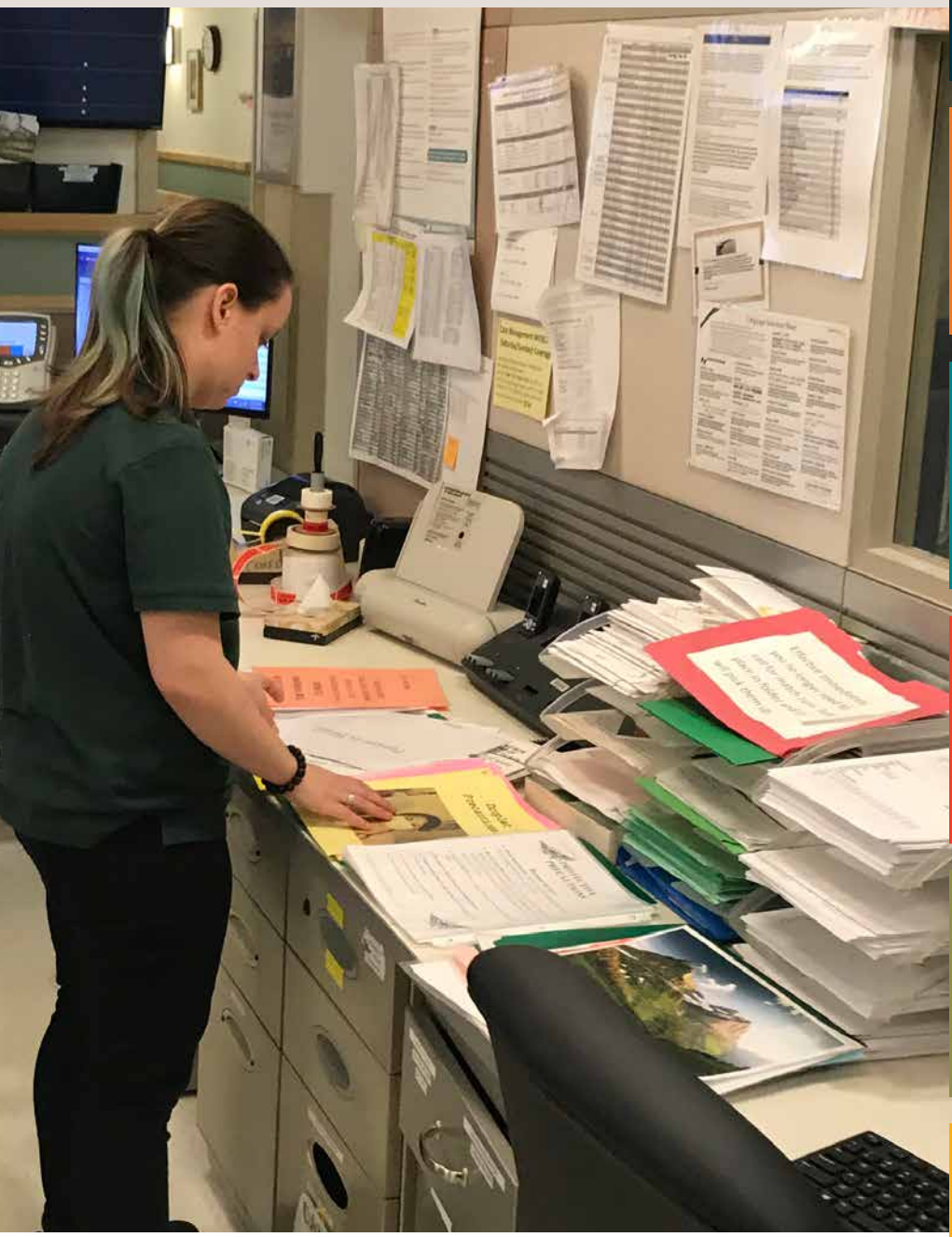
Notes

Employment Support Services



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

—JOBS Program participant



Employment Support Services

Career Connections

WHO WE HELP:

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

HOW WE HELP:

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

Jump on Board to Success (JOBS Program)

WHO WE HELP:

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

HOW WE HELP:

The program focuses on assisting youth in finding and maintaining employment and developing independent living skills in order to live successfully in the community. Clients are referred by staff in other Howard Center programs and by other community providers. JOBS is a collaboration with Spectrum Youth and Family Services and the State of Vermont Department of Vocational Rehabilitation.

Project Hire

WHO WE HELP:

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

HOW WE HELP:

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

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

Project SEARCH

WHO WE HELP:

Project SEARCH helps young adults with developmental disabilities in their final year of high school develop transferrable skills to gain and maintain employment.

HOW WE HELP:

Howard Center partners with South Burlington High School and University of Vermont Medical Center (UVMMC) to deliver Project SEARCH to young adults with disabilities in their senior year who are transitioning from high school to employment. UVMMC provides students with a broad range of internship and training opportunities. The goal of the program is for students to graduate with the acquisition of competitive, transferable and marketable job skills and a job offer for a competitively paid position with a minimum of 16 hours per week. All program activities take place entirely at UVMMC and include classroom instruction, career exploration, and hands-on training through worksite internships.

Reach Up

WHO WE HELP:

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

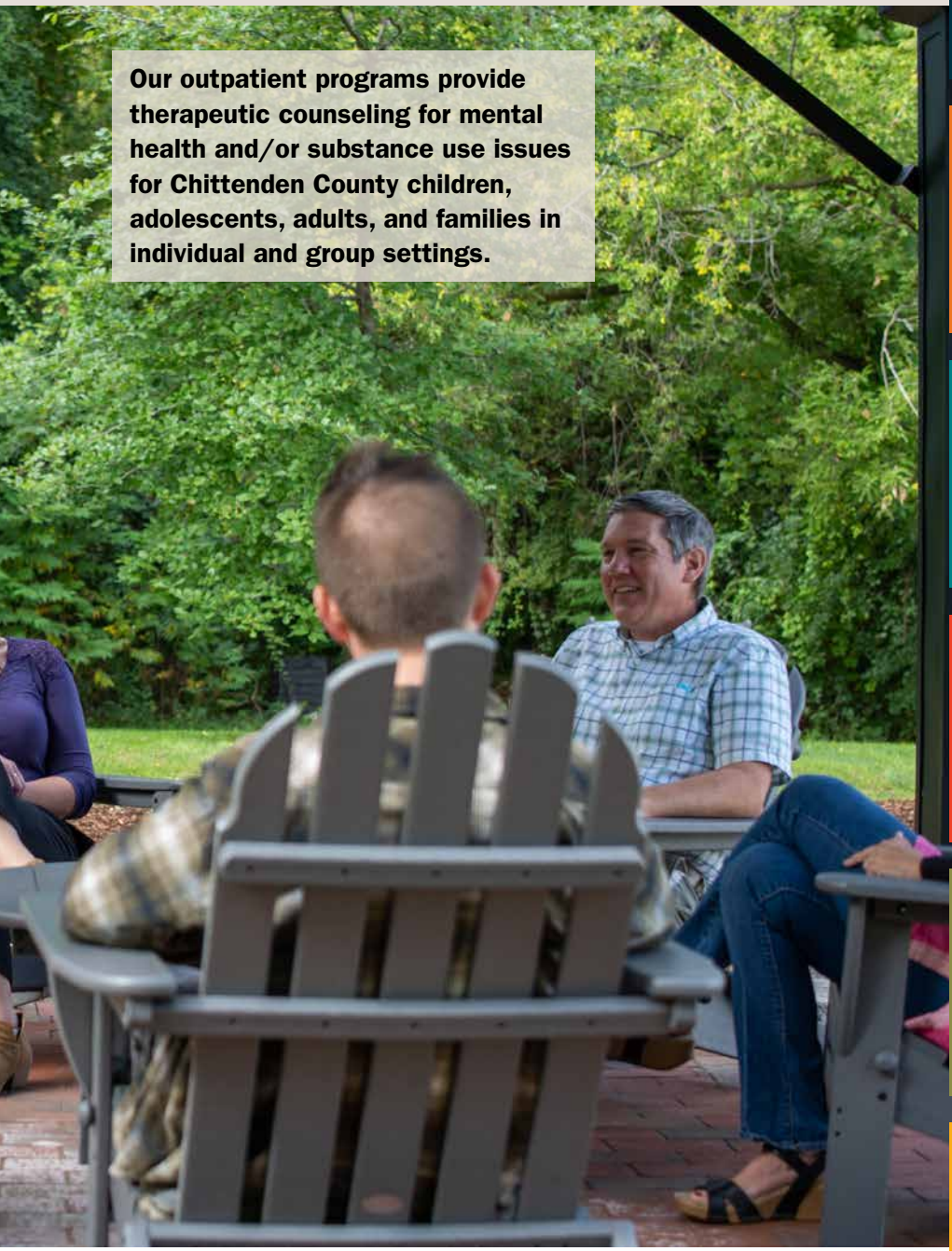
HOW WE HELP:

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

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

Notes

Outpatient Services



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

Outpatient Services

Northern Vermont Outpatient and Spoke Services

WHO WE HELP:

Northern Vermont Outpatient and Spoke Services provides comprehensive outpatient substance use and co-occurring mental health counseling, medication-assisted therapy, and a Public Inebriate Program (PIP) to residents of Grand Isle and Franklin County.

HOW WE HELP:

The program provides co-occurring substance use and mental health counseling, medication-assisted therapy, and public inebriate supports and services. Specific treatment options vary according to individual needs and may include individual or group therapy, case management or intensive outpatient treatment, and a safe, supervised environment for individuals who are incapacitated by the use of alcohol or other drugs until they can regain sobriety. Addiction medicine, including medication management to address alcohol use and opioid use disorders, is offered in consultation with an addiction medicine provider.

The program provides referrals to treatment and offers information on resources in the community. Clients refer themselves to the program, or they may be referred by other providers, including law enforcement.

Outpatient Services for Children, Adults, and Families

WHO WE HELP:

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

HOW WE HELP:

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

Services are provided at Howard Center offices, in many Chittenden County schools, and at the Milton Family Community Center. The outpatient team offers an array of general mental health and substance use treatment services, including psychosexual assessment and evaluations.

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

Clients may self-refer or family members, caregivers, or other providers may make a referral.

Problem Gambling

WHO WE HELP:

Howard Center provides supports for problem gambling.

HOW WE HELP:

Our licensed clinicians are here to assist those with problem gambling through counseling and connection to additional resources.

Residential Services

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

Landscaping volunteers are first year medical students from the University of Vermont Larner College of Medicine.

Residential Services

Howard Center Residential Programs

WHO WE HELP:

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

HOW WE HELP:

Howard Center operates 29 residential homes that provide a range of services, based on individual need. Living options range from secure, therapeutic residential homes with staff who provide 24-hour support, including personal care and medication monitoring, to supported apartments where residents may come and go as they wish, knowing that Howard Center staff are available should they need additional support. Here is a listing of some of the many residential homes we support.

Atwood House

WHO WE HELP:

Atwood House is a licensed level three residential care home for adults with developmental disabilities and significant psychiatric and medical needs.

HOW WE HELP:

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

Avenue 7

WHO WE HELP:

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

HOW WE HELP:

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

Branches

WHO WE HELP:

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

HOW WE HELP:

Branches is single-room occupancy and not a licensed home. Residents can come and go as they wish, and there is one dinner and one outing offering per week.

East Terrace

WHO WE HELP:

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

HOW WE HELP:

Supports include 24-hour staff support, nursing oversite, specialized care procedures, assistance with all meal preparation, support with all daily living skills and personal care, medication administration, and support accessing the

community. The program is a long-term placement which allows individuals to age in place and to decrease the number of transitions one might experience otherwise.

Hawk Lane

WHO WE HELP:

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

HOW WE HELP:

Hawk Lane supports include skills development for independent living, employment, social interaction, and daily living tasks. The goal is for individuals to transition to a less restrictive housing model in one to three years. Treatment and skill development plans are based on a trauma-informed care modality.

Intervale

WHO WE HELP:

The Intervale offers staffed housing supports to adults who have an intellectual disability or autism and receive Home and Community Based Services.

HOW WE HELP:

This supportive residential setting provides 24-hour staff support, nursing oversite, assistance with meal preparation, support with daily living skills, and support accessing the community as needed. The program offers residents the option to live in this setting for as long as it meets their needs.

Lakeview Community Care Home

WHO WE HELP:

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

HOW WE HELP:

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

Monroe Place, Allen House, and St. Paul

WHO WE HELP:

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

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

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

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

HOW WE HELP:

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

Residential Services

MyPad

WHO WE HELP:

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

HOW WE HELP:

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

Nancy's House and Cabot House

WHO WE HELP:

Nancy's House and Cabot House are therapeutic foster homes for children. These homes are part of Howard Center's Enhanced Family Treatment program.

HOW WE HELP:

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

Next Door

WHO WE HELP:

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

HOW WE HELP:

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

Park Street

WHO WE HELP:

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

HOW WE HELP:

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

Pennington

WHO WE HELP:

Pennington is a long-term, licensed six-bed residential care home for adults with developmental disabilities and significant medical needs.

HOW WE HELP:

Services include staff support, nursing oversight, specialized care procedures, assistance with all meal preparation, support with all daily living skills and personal care, medication administration, and support accessing the community. The program is a long-term placement that allows individuals to age in place and to decrease the number of transitions one might experience otherwise.

Residential Services

Safe Haven

WHO WE HELP:

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

HOW WE HELP:

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

Safety Connection

WHO WE HELP:

Safety Connection is an overnight support program that helps people with developmental and age-related disabilities and mental health challenges to live independently in the community. The program operates seven nights a week and combines clinically trained staff and the use of state-of-the-art monitoring technology to create a Community of Care for individual participants.

HOW WE HELP:

Whether an individual is new to services or looking to make a change in their living situation, the Safety Connection team collaborates with all partners to build a person-centered independent living support program for participants.

Individuals are referred to Safety Connection during the Howard Center intake process or by their service coordinator when a need for Safety Connection supports is identified by the person and their support team.

Seven Eleven

WHO WE HELP:

Seven eleven offers staffed housing supports to adults who have an intellectual disability or autism and receive Home and Community Based Services.

HOW WE HELP:

This supportive residential setting provides 24-hour staff support, nursing oversite, assistance with meal preparation, support with daily living skills, and support accessing the community as needed. The program offers residents the option to live in this setting for as long as it meets their needs.

Seventy-Two

WHO WE HELP:

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

HOW WE HELP:

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

Shelter Plus Care

WHO WE HELP:

Shelter Plus Care offers permanent supportive housing for clients of the Community Support Program (CSP).

HOW WE HELP:

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

Residential Services

Spruce Street

WHO WE HELP:

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

HOW WE HELP:

Spruce Street provides permanent or long-term housing. A variety of services are offered, including medication management, supportive counseling, conflict management, and assistance with daily living activities.

SUCCEED

WHO WE HELP:

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

HOW WE HELP:

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

Transition House

WHO WE HELP:

Transition House (T House) is a residential home for cisgender males and transgender females ages 16-22 who have been in long-term residential programming and are discharging to a less restrictive setting and continuing their treatment. Youth at T House develop independent living skills to live on their own or return to their primary caregiving systems.

HOW WE HELP:

The program helps youth with complex behavioral, mental health, and substance use needs by offering individual and family therapy, vocational and educational support, and service coordination for each resident. The T House serves youth who are connected to the Department for Children and Families (DCF) or the Department of Mental Health (DMH) who refer youth to the program.

Substance Use Services

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

Friday
Saturday
ART GALLERY
10

Substance Use Services

ACT I

WHO WE HELP:

ACT I provides 24/7/365 information, referral, screening, and supervised short-term residential support for individuals 12 years and older who are or are suspected to be incapacitated due to alcohol and/or other drugs.

HOW WE HELP:

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

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

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

ACT I: 802-488-6425

Bridge

WHO WE HELP:

The Bridge Program provides short-term stabilization, detoxification, and withdrawal management in a non-medical setting for adolescents and adults who are experiencing problematic alcohol or other drug use.

HOW WE HELP:

The Bridge Program is staffed 24 hours a day. Treatment goals are individualized. All individuals admitted to Bridge are medically screened by the University of Vermont Medical Center Emergency Department. Related services may be coordinated through referrals to other Howard Center services.

Bridge offers medical consultation, coordination of case management services, clinical assessments, and referrals for individuals needing more intensive treatment. Continuing care plans are developed with each client, and ongoing support after discharge is available through free, daily community support groups.

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

Bridge: 802-488-6425

Chittenden Clinic

WHO WE HELP:

The Chittenden Clinic medication-assisted treatment program provides outpatient treatment, treatment supports, and pharmacotherapy (methadone, buprenorphine, and naltrexone) for individuals who have opioid use disorder.

HOW WE HELP:

The Chittenden Clinic program provides extensive medical, therapeutic, and case management services to individuals who have opioid use disorder. Both medication-assisted treatment (MAT) and medically supervised withdrawals (MSW) are provided.

The clinic offers onsite medical services, supervised dosing, urine collection, individual and group counseling, psychiatric services, case management, and coordination with other medical and therapeutic providers. Discharge services to support transition to community MAT prescribers for patients receiving buprenorphine are also provided.

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

Chittenden Clinic: 802-488-6450

Substance Use Services

Impaired Driver Rehabilitation Program

WHO WE HELP:

The Impaired Driver Rehabilitation Program (IDRP) serves individuals who have had an impaired driving offense and are seeking reinstatement of their driving privileges in Vermont.

HOW WE HELP:

The IDRP offers Vermont-specific evaluation, 10-hour education, referral to treatment, and review of any other applicable requirements for driving privilege reinstatement. Howard Center offers several options for completing the program, including evaluation appointments and monthly and weekend programs.

Clients may refer themselves or they are referred by the Department of Motor Vehicles or the Chittenden County State's Attorney Office.

IDRP: 802-488-6151 or IDRP@howardcenter.org.

Safe Recovery

WHO WE HELP:

Safe Recovery is a harm reduction program serving people with opioid use disorder and people who inject drugs.

HOW WE HELP:

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

Safe Recovery offers syringe exchange, free Narcan (an opioid overdose reversal medication) and overdose prevention training, fentanyl testing strips, HIV and Hepatitis C testing and linkage to care, case management, Hepatitis A/B vaccination, and a legal clinic. Safe Recovery also offers on-demand drug treatment for opioid use disorder. Our low barrier buprenorphine

program provides same day access to life saving medication and wrap-around support services such as counseling and case management. Clients may refer themselves, and walk-ins are welcome. Many services are free and anonymous, including syringe exchange, hepatitis C testing, and overdose prevention.

Safe Recovery: 802-488-6067

Northern Vermont Outpatient and Spoke Services

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HOW WE HELP:

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The program provides referrals to treatment and offers information on resources in the community.

Clients refer themselves to the program, or they may be referred by other providers, including law enforcement.

A Single Phone Number is All You Need

With more than 50 programs, we know it can be challenging to find the right program for you or your loved ones. That's why we have **a single phone number** for people seeking help.

When you call **802-488-6000**, a member of our **Access and Intake Team** will provide support, conduct a brief screening, schedule an intake assessment, connect you to the appropriate services, and offer information about other community resources.

First Call for Chittenden County

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

First Call
FOR CHITTENDEN COUNTY
802-488-7777
HOWARD CENTER
Help is here.

Free suicide prevention booklet available at howardcenter.org or call 802-488-6911.

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