

# HOWARD CENTER'S GUIDE TO Programs and Resources



HOWARD  
CENTER  
Help is here.

CELEBRATING 160 YEARS

THIRD EDITION



## Getting Started at Howard Center



### Howard Center Main Number

**802-488-6000 • Mon. – Fri., 8:30 am – 5:00 pm**

#### Howard Center's Access and Intake Line

We will answer questions, conduct a brief screening, schedule an intake assessment, and offer support and connection to resources and services at Howard Center or in the community. Multicultural 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 • Available 24/7/365**

#### Howard Center's Crisis Line

#### Frequent reasons for calling:

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

*Cover photo: Howard Center staff at Mental Health Urgent Care*



## Mental Health Urgent Care

**802-488-MHUC (6482) • Mon. – Fri., 9:00 am – 5:00 pm**

**Howard Center's Walk-in Mental Health Urgent Care**

**1 South Prospect Street, Burlington, VT 05401**

**Frequent reasons for visiting:**

- Mental health support
  - Peer support
  - Suicide care
- Care management
- Related medical assessment and care

IN  
PARTNERSHIP  
WITH:



University of  
Vermont Health

Community  
Health Centers



VERMONT  
AGENCY OF HUMAN SERVICES  
Department of Mental Health

## 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 and current medications.

Interpretation services are available if needed.

## 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, visit Mental Health Urgent Care, call the National Suicide and Crisis Lifeline at 988, or for a medical emergency, call 911.

## 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.

### **IS THERE IMMEDIATE CARE AVAILABLE?**

Yes, we offer walk-in care for adults 18 and older, Monday through Friday from 9:00 am to 5:00 pm, at Mental Health Urgent Care, 1 South Prospect Street, Arnold 4, Elevator C, Burlington, VT.

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



# About Howard Center

---

Howard Center has a long and rich history as a trusted provider in our community. With a legacy spanning 160 years, Howard Center has been providing progressive and compassionate, high-quality services for 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 1,300 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.

## 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 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**

## Table of Contents

---

### GETTING STARTED AT HOWARD CENTER

Contact information . . . . .	2-4
-------------------------------	-----

### COMMUNITY SUPPORT SERVICES

Access and Intake with Multicultural Liaisons . . . . .	12
Adult Intensive Services (formerly Community Support Program) . . . . .	12
ARCh (Accessing Resources for Children) . . . . .	13
Community Outreach . . . . .	13
Developmental Services: Home and Community Based Services . . . . .	14
Developmental Services: Peer Specialist Program . . . . .	15
Early Childhood and Family Mental Health Program . . . . .	16
Eldercare . . . . .	17
Family and Community Programs . . . . .	17
JOBS . . . . .	18
Parent Child Interaction Therapy . . . . .	18
Peer Support Services (formerly START) . . . . .	18
Street Outreach . . . . .	19

### CRIMINAL JUSTICE SERVICES

Treatment Court . . . . .	22
---------------------------	----

### CRISIS SERVICES

Adult Crisis Stabilization (formerly ASSIST) . . . . .	26
First Call for Chittenden County . . . . .	26
Jarrett House Children's Crisis Stabilization . . . . .	27
Mental Health Urgent Care . . . . .	27

### EDUCATIONAL SERVICES

Autism Spectrum Program . . . . .	32
Baird School . . . . .	32
Fay Honey Knopp School . . . . .	33
INCLUSION . . . . .	33
Jean Garvin School . . . . .	34
School Services Program . . . . .	34
SUCCEED . . . . .	35

### EMPLOYMENT SUPPORT SERVICES

Career Connections . . . . .	38
JOBS . . . . .	38

Project Hire. . . . . 39  
Project SEARCH. . . . . 39  
Reach Up . . . . . 40

**OUTPATIENT SERVICES**

Outpatient Services for Children, Adults, and Families . . . . . 44  
Problem Gambling . . . . . 45

**RESIDENTIAL SERVICES**

Howard Center Residential Programs . . . . . 48  
Atwood House . . . . . 48  
Avenue 7 . . . . . 49  
Branches . . . . . 49  
Cabot House . . . . . 49  
Hawk Lane and Nancy’s House . . . . . 50  
Intervale . . . . . 50  
Lakeview House . . . . . 51  
Monroe Place, Allen House, and St. Paul . . . . . 51  
MyPad. . . . . 52  
Next Door. . . . . 52  
Park Street. . . . . 52  
Pennington . . . . . 53  
Safety Connection. . . . . 53  
Seven Eleven . . . . . 54  
Seventy-Two . . . . . 54  
Shelter Plus Care. . . . . 54  
Spruce Street. . . . . 55  
SUCCEED . . . . . 55  
Transition House. . . . . 55  
Walker House . . . . . 56

**SUBSTANCE USE SERVICES**

Chittenden Clinic . . . . . 60  
Outpatient Services for Children, Adults, and Families . . . . . 61  
Safe Recovery . . . . . 62

## Programs (alphabetical by name)

---

Access and Intake with Multicultural Liaisons . . . . .	12
Adult Crisis Stabilization (formerly ASSIST). . . . .	26
Adult Intensive Services (formerly Community Support Program) . . . . .	12
ARCh (Accessing Resources for Children). . . . .	13
Atwood House . . . . .	48
Autism Spectrum Program . . . . .	32
Avenue 7 . . . . .	49
Baird School . . . . .	32
Branches . . . . .	49
Cabot House . . . . .	49
Career Connections. . . . .	38
Chittenden Clinic . . . . .	60
Community Outreach . . . . .	13
Developmental Services: Home and Community Based Services. . . . .	14
Developmental Services: Peer Specialist Program. . . . .	15
Early Childhood and Family Mental Health Program . . . . .	16
Eldercare . . . . .	17
Family and Community Programs. . . . .	17
Fay Honey Knopp School . . . . .	33
First Call for Chittenden County . . . . .	26
Hawk Lane and Nancy's House. . . . .	50
Howard Center Residential Programs . . . . .	48
INCLUSION . . . . .	33
Intervale . . . . .	50
Jarrett House Children's Crisis Stabilization. . . . .	27
Jean Garvin School . . . . .	34
JOBS. . . . .	18, 38
Lakeview House . . . . .	51
Mental Health Urgent Care. . . . .	27
Monroe Place, Allen House, and St. Paul . . . . .	51
MyPad. . . . .	52
Next Door. . . . .	52
Outpatient Services for Children, Adults, and Families . . . . .	44, 62
Parent Child Interaction Therapy . . . . .	18
Park Street. . . . .	52
Peer Support Services (formerly START). . . . .	18
Pennington . . . . .	53



Problem Gambling . . . . . 45

Project Hire. . . . . 39

Project SEARCH. . . . . 39

Reach Up . . . . . 40

Safe Recovery . . . . . 62

Safety Connection. . . . . 53

School Services Program . . . . . 34

Seven Eleven . . . . . 54

Seventy-Two . . . . . 54

Shelter Plus Care. . . . . 54

Spruce Street. . . . . 55

Street Outreach . . . . . 19

SUCCEED . . . . . 35, 55

Transition House. . . . . 55

Treatment Court . . . . . 22

Walker House . . . . . 56

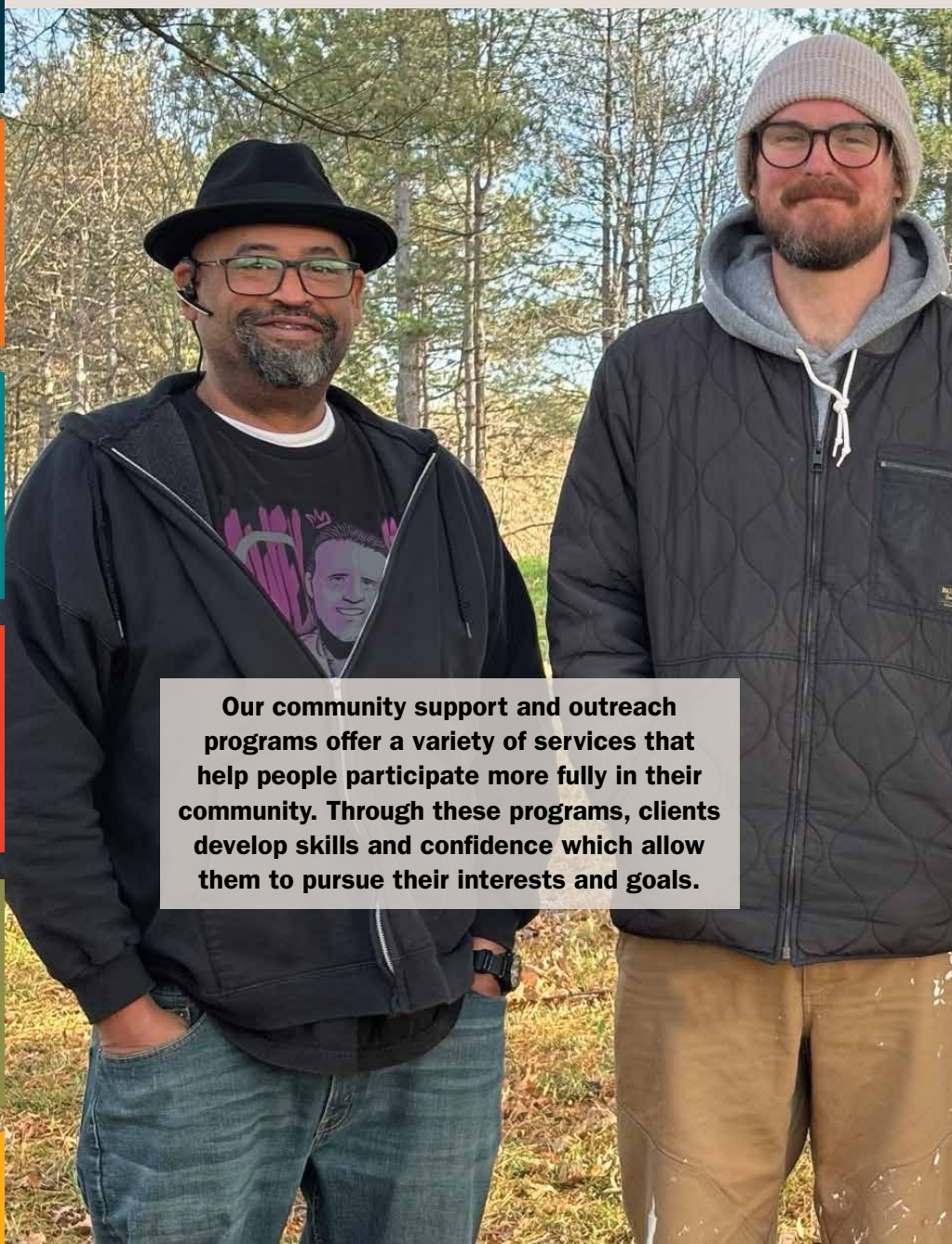
**“Your  
program  
gives us hope.  
Please keep doing  
what you are doing.  
You change our  
lives every day.”**

**— Howard Center  
client**

*These are the programs and services available as of this printing. Availability of services may change based on community need and funding. Visit [howardcenter.org](http://howardcenter.org) for an up-to-date program list.*



# Community Support Services



**Our community support and outreach programs offer a variety of services that help people 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, Williston, and Winooski.



# Community Support Services

## Access and Intake

---

### WHO WE HELP:

Howard Center's Access and Intake program offers centralized intake with one phone number, 802-488-6000. The program provides information; screenings to determine needs and eligibility; and intake assessments for children, adults, and families who request services, regardless of insurance or the ability to pay.

### HOW WE HELP:

Anyone can call Access and Intake to learn how Howard Center's programs may be able to help them. Intake staff provide support, answer questions, and connect callers to resources. If Howard Center services are desired, an intake assessment will be scheduled. Access and Intake services can be provided in convenient locations such as in a person's home, in the community, via telehealth, or at various Howard Center offices.

Following an assessment, intake navigators may provide short-term support until the needed service starts or services are no longer needed.

Multicultural liaisons are available to help people from the refugee, resettled, and immigrant communities by reducing cultural barriers and explaining Howard Center services. Howard Center strives to provide culturally and linguistically appropriate services (interpretation services are available).

## Adult Intensive Services

---

### WHO WE HELP:

Adult Intensive Services (formerly Community Support Program), part of the agency's long-term supports and services, serves approximately 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:

Adult Intensive Services helps people to lead fulfilling lives. Professional





clinical staff provide assessment, care management, supportive counseling, employment services through Career Connections, housing assistance, residential services, social and recreational opportunities through the Arts Collective, medication evaluation, and psychiatric consultation.

The Arts Collective offers opportunities for artists with lived experience and community members to connect, create, and exhibit work.

Clients receiving community support services work with staff to 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.

## **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, and/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 and 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,



# Community Support Services

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. Community Outreach is a low-barrier service that aims to meet people where they are and, whenever possible, avoid an unnecessary emergency department visit.

## HOW WE HELP:

The Community Outreach Program works with law enforcement 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 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 disorder.

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, law enforcement, family members or friends, merchants, and concerned community members.

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

## Developmental Services: Home and Community Based Services

---

### WHO WE HELP:

Developmental Services, part of the agency's long-term supports and services, provides a comprehensive array of support to nearly 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. Services can include a variety of residential options, such as shared living provider situations, licensed residential homes, and supported independent living. Individuals can access Howard Center's Resource Center to develop new skills and learn about community resources. Many supports are available for clients who receive Home and Community Based Services—employment, care management, respite, counseling, crisis, communication, 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.

## Developmental Services: Peer Specialist Program

---

### WHO WE HELP:

The Developmental Services Peer Specialist Program is comprised of paid peer staff who identify with having an intellectual disability or autism spectrum disorder. Peer specialists rely on their lived experience to provide individual and group support in areas such as independent living, communication, employment, and person-centered planning. Peer specialists are also involved in training peer and non-peer staff in some of these areas. The program hopes to create a “warm line” run by peer specialists who can provide phone support to individuals experiencing loneliness/isolation and may just need to talk to someone.

### HOW WE HELP:

The goals of the program are to promote self-determination and greater independence among individuals receiving support services, to highlight and advance the importance of self-reliance and community inclusion through a peer-to-peer network, to increase meaningful peer connections,



# Community Support Services

and to decrease loneliness and social isolation experienced by people with developmental disabilities.

## Early Childhood and Family Mental Health Program

---

### WHO WE HELP:

The Early Childhood and Family Mental Health 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. Staff also provide child and parent psychotherapy for children and caregivers who have experienced trauma.

### HOW WE HELP:

The Early Childhood and Family Mental Health Program offers home-based parenting education and support, supportive counseling for children, consultation, advocacy, and care 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 clinicians are certified as Bright Futures Information System (BFIS) trainers.

The program also administers Parent Child Interaction Therapy (PCIT), as well as 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 and Family Mental Health Program to discuss services and eligibility or to make a referral.

**Early Childhood and Family Mental Health Program:** 802-488-6620





## 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.

## Family and Community Programs

---

### WHO WE HELP:

Family and Community Programs provide child-centered, family-friendly supports to help families with children from ages 4-22 who have significant emotional, behavioral, or mental health challenges.

### HOW WE HELP:

Family and Community Programs offer therapeutic supports which vary in type and intensity, based on the family's needs. Services may include assessment; in-home, and short- and long-term intensive family support; parent education related to child development and mental/behavioral health; living skills for specific skill development for children; respite and crisis intervention; and advocacy to help the family access needed additional services and supports. Additional services may include family housing supports, consultation and training for after-school programs, and focused parenting groups. In addition, the program offers community trainings.

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



# Community Support Services

## Jump on Board to Success (JOBS)

---

### WHO WE HELP:

The JOBS Program provides comprehensive care 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 HireAbility.

## 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.

## Peer Support Services (formerly START)

---

### WHO WE HELP:

Peer Support Services provides support to adults who are experiencing emotional distress and/or an increase in mental health symptoms.



## HOW WE HELP:

Peer Support Services offers strengths-based and hope-driven mental health recovery support. The program relies on peer support staff who use their personal experience, knowledge, and training to inform their work. They encourage engagement, partnership, learning, and personal growth opportunities at home and in the community.

Clients may refer themselves, or they can be referred by their current treatment providers. The program offers 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 law enforcement and other 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 disorder.

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, law enforcement, family members or friends, merchants, and concerned community members.

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



# Criminal Justice Services

JUDGE  
EDWARD J. COSTELLO  
C O U R T H O U S E

**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.**





# Criminal Justice Services

## Treatment Court

---

### WHO WE HELP:

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

### HOW WE HELP:

The 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/or mental health-related issues. The Treatment Court offers trauma-informed assessments, including psychiatric assessments when needed, individual and group counseling, intensive outpatient treatment, and aftercare planning for graduates. Care managers meet with each participant on an ongoing basis to help them connect to community resources 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 Medications for Opioid Use Disorder (MOUD) program;
- Living in stable housing;
- Employed, in school, or receiving Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI);
- Under the care of a primary care physician;
- Connected to sober community supports;
- Engaged in counseling;
- Free of all criminal charges.

**Treatment Court:** 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—who are experiencing any type of crisis.**





HOWARD CENTER

**FIRST CALL**  
CHITTENDEN COUNTY

is the 24/7/365 mobile crisis service for  
in Chittenden County regardless of age.  
eam. One number. 802-488-7777

**FIRST CALL**  
*helps by providing*

- One crisis line for children and adults
- Phone and in-person support
- Individual crisis assessment
- Short-term case management
- Referrals to appropriate services
- Information about community resources
- Facilitate prevention meetings for providers, schools, and community groups
- Pop tragedy and disaster response

**First Call**  
the chittenden center  
802-488-7777

HOWARD CENTER

**KEEPING YOUR HOME SAFE**

Be proactive.  
Even if you do not have immediate safety  
concerns, it's better to be prepared.

24/7/365 CRISIS HOTLINE:  
FIRST CALL FOR CHITTENDEN COUNTY  
802.488.7777

When your child or your family is experiencing a crisis

- To review safety planning with a clinician
- To connect your child to outpatient services
- To schedule an initial appointment
- When you or an adult you know is experiencing a crisis

**First Call**  
FOR CHITTENDEN COUNTY

**802-488-7777**

 **HOWARD  
CENTER**  
Help is here.



# Crisis Services

## Adult Crisis Stabilization

---

### WHO WE HELP:

Adult Crisis Stabilization (formerly ASSIST) helps Chittenden County adults who are experiencing a psychiatric crisis. The program is voluntary and treatment is individualized.

### HOW WE HELP:

Adult Crisis Stabilization 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. Adult Crisis Stabilization 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 Adult Crisis Stabilization are received through crisis services, hospitals, and Howard Center Adult Intensive Services care managers.

**Access Adult Crisis Stabilization 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, mobile outreach, or on-site support, crisis intervention and assessment, referrals to appropriate services, and connection to follow-up care.

First Call for Chittenden County staff also 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

*Also the National Suicide and Crisis Lifeline is available at 988.*

*If you are experiencing a medical emergency, call 911.*

**988**  
SUICIDE & CRISIS  
LIFELINE

## 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 provides short-term, out-of-home care in a home-like staffed setting with 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.

## Mental Health Urgent Care

---

### WHO WE HELP:

Howard Center's Mental Health Urgent Care (MHUC) provides a therapeutic alternative to emergency department visits for adults 18 and over.



# Crisis Services

## HOW WE HELP:

Mental Health Urgent Care bridges the gap between emergency care and primary care by providing timely mental health services in a supportive environment and helps to reduce unnecessary emergency department visits. The program offers person-centered, equitable, and coordinated care, tailored to meet each guest's needs.

As a therapeutic alternative to emergency department services, the clinic provides mental health support, peer support, suicide care, care management, and related medical assessment and care in a trauma-informed setting for adults experiencing a mental health crisis. The program is a partnership between Howard Center, the University of Vermont Medical Center, Community Health Centers, Pathways Vermont, and the Vermont Department of Mental Health.

Walk-in care is available Monday through Friday, from 9:00 am to 5:00 pm. No appointment is necessary. Located at 1 South Prospect Street, Arnold 4, Elevator C, Burlington, Vermont. Free parking. Easy access by public transportation. Closed on some holidays (visit [howardcenter.org](http://howardcenter.org) for details).

**Mental Health Urgent Care:** 802-488-MHUC (6482)

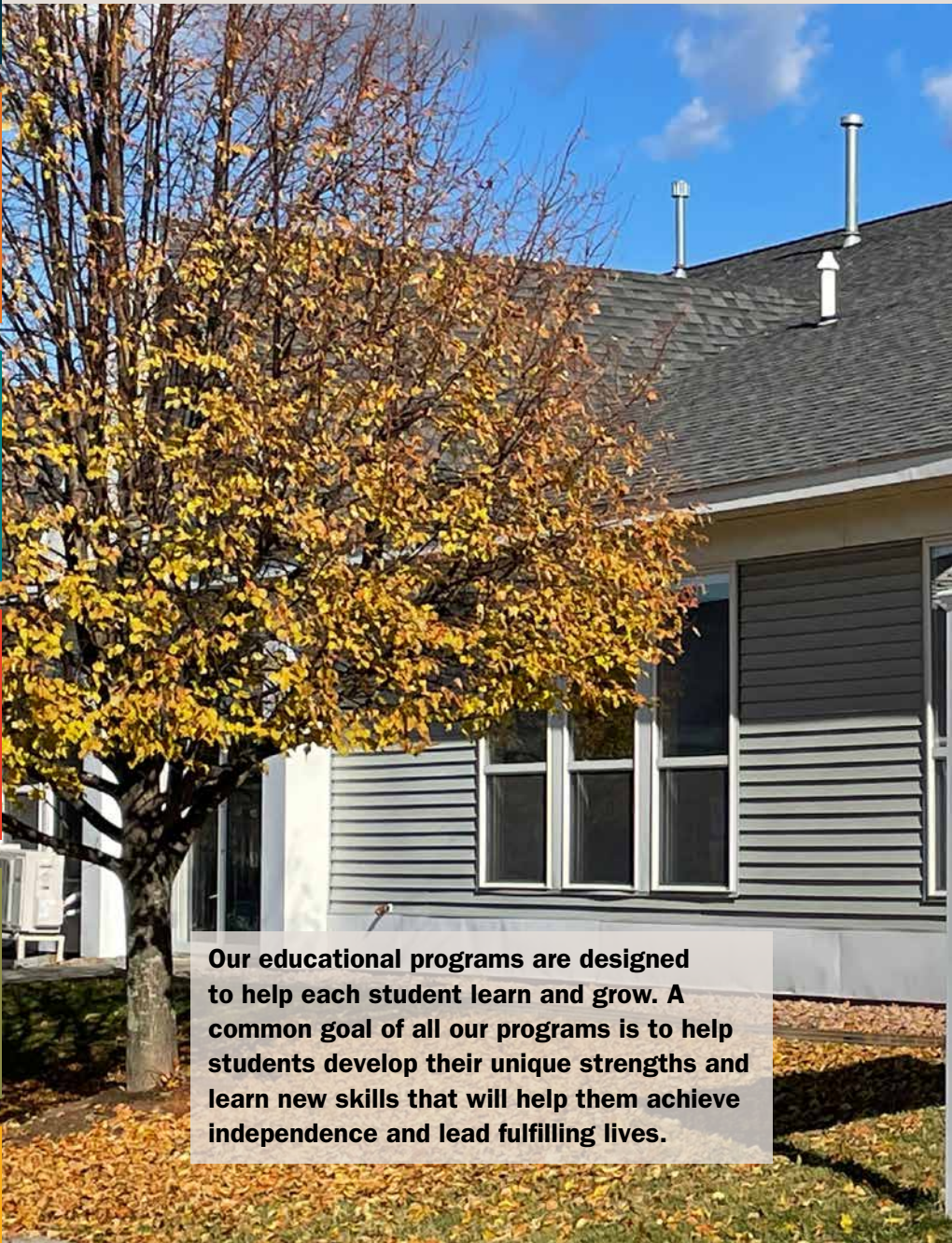


# Notes

---



# Educational Services



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







# Educational Services

## Autism Spectrum Program

---

### WHO WE HELP:

The Autism Spectrum Program (ASP) helps children and youth from pre-K through grade 12 who have an autism spectrum disorder diagnosis.

### HOW WE HELP:

The ASP provides intensive instructional and behavioral treatment, delivered through 1:1 direct instruction, small group participation, and supported inclusion in classroom and community settings. Board certified behavior analysts partner with school teams and develop interventions that target the teaching and shaping of essential social communication, adaptive behavior, and daily living and functional learning skills. Caregiver coaching and supports are provided to promote generalization of skills from school to the home and community. Consultation and training services are available by request. Students are referred through their local education agency.

## Baird School

---

### WHO WE HELP:

The Baird School provides an alternative educational environment that serves children ages 5-14, in grades K-8, with social, emotional, and behavioral challenges.

### HOW WE HELP:

Baird School is an alternative education school that provides multi-faceted academic, social, emotional, and behavioral programming for students with significant challenges in these areas. A team of licensed educators, clinicians, and support staff assist students in advancing academically and developing skills and strategies to function successfully at school, home, and in their communities. Team members provide transition support for students returning to public school. Students are referred by their local education agency.





## Fay Honey Knopp School of the Park Street Program

---

### WHO WE HELP:

The Fay Honey Knopp School is associated with the Park Street Program and serves 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. This alternative high school provides academic instruction based on an individual's needs and interests, 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 Vermont Department of Mental Health or the Vermont Department for Children and Families.

## INCLUSION

---

### WHO WE HELP:

The INCLUSION program serves children in grades K-8 who have significant emotional, behavioral, and mental health needs.

### HOW WE HELP:

The INCLUSION program supports the educational needs of children who require intensive assistance in their school environment. Board certified behavior analysts collaborate closely with public school teams to develop individualized behavioral and therapeutic approaches. The program delivers intensive support through a 1:1 staffing model within the regular education setting and a community-based tutorial program. Family support services and summer programming are also provided. Consultation and training services are available by request. Students are referred by their local education agency.



# Educational Services

## Jean Garvin School

---

### **WHO WE HELP:**

The Jean Garvin School serves adolescents ages 12-21, grades 7-12, with social, emotional, and behavioral challenges.

### **HOW WE HELP:**

The Jean Garvin School provides intensive, special education instruction that is tailored to each student's needs, in both group and individualized formats. Highly qualified teachers, clinicians, and support staff use a model of restorative and trauma-transforming practices; therapeutic interventions and treatment; psychiatric/psychological consultation; pro-social skills development; and family work to help students succeed in school, at home, and in the community. Students have two program options: a typical school-like experience within small group instruction that includes academic and therapeutic supports, or a more alternative, hands-on learning experience mixing coursework and community-based experiential learning for students with significant gaps in education and/or educational credit deficits. Students are referred by their local education agency.

## School Services Program

---

### **WHO WE HELP:**

The School Services Program serves children and youth, ages 3 to 21, with social, emotional, and behavioral challenges.

### **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. Masters-level clinicians partner closely with student teams to meet individual and classroom needs, while also offering broader school and personnel consultation and training. Staff are placed in all of Chittenden County's schools, while also



delivering services in 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.

### 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.



# Employment Support Services



**Project SEARCH is an innovative, business-led, school-to-work transition program for young adults with disabilities. It is a partnership between Howard Center, South Burlington School District, HireAbility, the Vermont Agency of Education, and the University of Vermont Medical Center.**



**Project SEARCH received the  
Excellent Employment Outcomes  
Award at the 2024 Project SEARCH  
conference in New Mexico.**



# 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 staff work with clients to develop 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)

---

### WHO WE HELP:

The JOBS program provides comprehensive care 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 HireAbility.



## 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, HireAbility, the Vermont Agency of Education, and the University of Vermont Medical Center (UVMHC) to deliver Project SEARCH to young adults with disabilities in their senior year who are transitioning from high school to employment. UVMHC provides students with a broad range of internship and training opportunities. The goal of the program is for students to graduate with 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 UVMHC and include classroom instruction, career exploration, and hands-on training through worksite internships.



# Employment Support Services

## 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 parents overcome barriers, including 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

## 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; care management; spoke services for substance use disorder; 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 strengths-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.

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.**







Lakeview House,  
Shelburne, Vermont



# 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 25 residential homes that provide a range of services, based on individual need. Living options range from therapeutic residential homes with staff who provide 24-hour support, including personal care and medication monitoring, to supported apartments, where Howard Center staff are available as needed. 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 receives housing assistance through a Section 8 housing voucher.

## Branches

---

### WHO WE HELP:

Branches provides permanent housing for clients supported by Adult Intensive Services.

### 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.

## Cabot House

---

### WHO WE HELP:

Cabot House provides 24/7 care for individuals with intellectual disabilities and medical support needs. Staff support the residents through many stages of life to maintain independence and community engagement.



# Residential Services

## HOW WE HELP:

Supports include nursing oversight for specialized care, assistance with all meal preparation, support with all daily living skills and personal care, medication administration, and accessing the community.

## Hawk Lane and Nancy's House

---

### WHO WE HELP:

Hawk Lane and Nancy's House are staffed therapeutic residences for adults with intellectual disabilities, autism spectrum disorder, and co-occurring mental health needs.

### HOW WE HELP:

Hawk Lane and Nancy's House offer 24/7 individualized programs that support skill development for independent living, employment, social interaction, and daily living tasks. Treatment and skill development plans are based on a trauma-informed care method.

## Intervale

---

### WHO WE HELP:

The Intervale offers staffed housing support 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 oversight, 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 House

---

### WHO WE HELP:

Lakeview House is a community care home and a licensed residential care home for clients supported by Adult Intensive Services.

### 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, each with their own eligibility requirements. Although most of the residents at Monroe Place, Allen House, and St. Paul are Adult Intensive Services clients, this is not a requirement.

### 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 supported by Adult Intensive Services.

### 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.

## Next Door

---

### WHO WE HELP:

Next Door is a licensed therapeutic living program for clients supported by Adult Intensive Services.

### 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 strengths-based, skill-building focus. The goal is to inspire personal change that will help youth to care about themselves and others and to be responsible for their own behaviors.





## Pennington

---

### **WHO WE HELP:**

Pennington is a long-term, licensed, six-person 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.

## 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.



# Residential Services

## 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 oversight, 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 clients supported by Adult Intensive Services.

### 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 in Adult Intensive Services.

### HOW WE HELP:

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



## Spruce Street

---

### WHO WE HELP:

Spruce Street offers permanent supportive housing for clients in Adult Intensive Services.

### 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 moving 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.



# Residential Services

## 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 Vermont Department for Children and Families (DCF) or the Vermont Department of Mental Health (DMH) who refer youth to the program.

## Walker House

---

## WHO WE HELP:

Walker House is a residential program designed to empower adults with intellectual disabilities, autism, and co-occurring mental health disorders to achieve greater independence and lead fulfilling lives. This program is a partnership with the Burlington Housing Authority, and the five individuals living at Walker House have individual leases with the support of a Section 8 housing voucher.

## HOW WE HELP:

Walker House is a staff-supported program, dedicated to providing a supportive and inclusive environment that fosters personal growth, skill development, and community integration.



## Notes

---



## Substance Use Services

**Our substance use services vary in intensity, based on an individual's needs, and include long-term recovery support, mobile outreach, therapeutic counseling, and medications for opioid use disorder (MOUD).**







Substance Use Services  
Mobile Unit and Team



# Substance Use Services

## Chittenden Clinic

---

### WHO WE HELP:

The Chittenden Clinic offers treatment for individuals with opioid use disorder and provides outpatient treatment, treatment supports, and pharmacotherapy (methadone, buprenorphine, and naltrexone).

### HOW WE HELP:

The Chittenden Clinic provides extensive medical, therapeutic, and care management services to individuals who have opioid use disorder. Both medications for opioid use disorder (MOUD) and medically supervised withdrawal are provided.

The clinic offers onsite medical services, supervised dosing, urine collection, individual and group counseling, psychiatric services, care management, and coordination with other medical and therapeutic providers. Discharge services to support transition to community 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 providers.

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



# 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; care management; spoke services for substance use disorder; 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 strengths-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.

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



# Substance Use Services

## Safe Recovery

---

### WHO WE HELP:

Safe Recovery is a Syringe Services Program offering harm reduction services and on-demand medication for people with opioid use disorder.

### 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 syringes and safe disposal containers, free Narcan® (an opioid overdose reversal medication) and overdose prevention training, fentanyl and xylazine testing strips, HIV and Hepatitis C testing and linkage to care, care management, and Hepatitis A/B vaccinations. Safe Recovery also offers on-demand medication for opioid use disorder. The low-barrier buprenorphine program provides same-day access to life-saving medication and wrap-around support services, such as counseling and care management. In addition, a mobile unit serving Franklin and Grand Isle Counties helps to eliminate barriers to treatment, such as transportation and childcare.

Clients may refer themselves, and walk-ins are welcome. Many services are free and anonymous, including syringes and safe disposal containers, hepatitis C testing, and overdose prevention.

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





Members of our Access and Intake team

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

## 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

**988**

SUICIDE & CRISIS  
LIFELINE



Free suicide prevention booklet  
available at [howardcenter.org](http://howardcenter.org)  
or call 802-488-6912.