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 leading the charge for progressive and compassionate care, support, and treatment for those members of our community in need.

Founded in 1865 as an agency serving the children of the destitute, it now offers life-saving professional crisis and counseling services to children and adults; therapeutic interventions and education programs for children with emotional and behavioral issues; supportive services to individuals with autism and intellectual disabilities who need help with education, employment, and life maintenance skills; and counseling and medical services for adults struggling with substance use and mental health issues.

Our staff of 1,500 provides services in 60 locations. Last year we helped more than 16,000 community members.

Howard Center Crisis Numbers

First Call for Children and Families
Phone: 802.488.7777
TTY: 802.488.6732

Adult Mobile Crisis Team
Phone: 802.488.6400

ACT I/Bridge Substance Abuse Crisis Service
Phone: 802.488.6425

St. Albans Public Inebriate Program
Phone: 802.488.6265

802.488.6000
www.howardcenter.org

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

-Howard Center Event Speaker
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**ACT I**

**WHO WE HELP:**
ACT I provides 24/7/365 information, referral, screening, and assessment services for individuals of all ages who are or are suspected to be incapacitated due to alcohol or other drugs.

**HOW WE HELP:**
ACT I offers a clean, safe, supervised setting for clients to regain sobriety.

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

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

**ACT I: 802.488.6425**

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**After Hours On-Call Support**

**WHO WE HELP:**
After Hours On-Call Support helps Chittenden County individuals with intellectual disabilities or autism who are in need of urgent support and crisis intervention.

**HOW WE HELP:**
Services are available from 5:00 p.m. to 8:30 a.m. weekdays and throughout the weekend. On-Call provides telephone consultation and support, in-person crisis intervention and prevention, hospital-based support, community resource collaboration, preventative care and proactive coordination with client support teams. Supports are provided in client homes, in the community, at the hospital, and at Howard Center locations.

Individuals, families, and other support providers access After Hours On-Call by calling a toll free number.

**After Hours On-Call Support: 866.331.1419**
ARCh (Accessing Resources for Children)

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

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

Individuals are referred to ARCh by staff from other Howard Center programs.

**ARCh**: 802.488.6500 or 802.488.6600

ASSIST

WHO WE HELP:
ASSIST helps any adult resident of Chittenden County who is experiencing a psychiatric crisis. The program is voluntary and referrals are evaluated on a case-by-case basis to individualize treatment.

HOW WE HELP:
ASSIST provides a residential setting for crisis respite and stabilization services to allow people with psychiatric challenges to remain in the community in a less restrictive setting than hospitalization.

In addition, staff supervise and monitor clients who are undergoing a medication change or transitioning from an in-patient hospital stay to the community. To ensure structure and safety, ASSIST is staffed 24/7/365.

Clients are empowered to be an active part of their own treatment and help create an individualized treatment plan. As ASSIST is just one component of a network of services, clients are encouraged to access and expand their existing relationships with community support systems.

Referrals to ASSIST are received through crisis services, case managers, and hospitals.

**ASSIST**: 802.488.6411
Autism Spectrum Program

WHO WE HELP:
The Autism Spectrum Program (ASP) provides 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 home, school, and community settings and target the teaching and shaping of essential social communication, adaptive behavior, and daily living and functional learning skills. The ASP also provides consultation and training services regarding autism and interventions.

Clients are referred through their Local Education Agency, the Children's Integrated Services—Early Intervention Program at Vermont Family Network, or by family members.

Autism Spectrum Program: 802.488.6681

Avenue 7

WHO WE HELP:
Avenue 7 is a transitional housing model for individuals ages 18-28 with an intellectual disability or autism and who receive Home and Community Based Services. It offers a supportive residential community for those who need to learn the skills necessary to live independently. Individuals served may be transitioning from their family home or from another residential support program. All participants share the common goal of living independently with success.

HOW WE HELP:
The program is offered in partnership with the Burlington Housing Authority (BHA), and each person living at Avenue 7 leases their individual residence from BHA with the support of a Section 8 housing voucher. When residents successfully move out at the end of the 18-month program, they are able to keep their housing voucher and move into their own apartment or with a roommate. Avenue 7 is staffed 24/7 with an on-site residential advisor to ensure that residents have the needed support while developing the skills to live independently.

Clients are referred at the time of intake or at a later time as determined necessary by the client and/or their support team.

Avenue 7: 802.488.6517
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 multi-faceted academic, social, emotional, and behavioral programming to students who have significant challenges in these areas. Students develop skills and strategies that will allow them to function successfully in the least restrictive educational environment available to them. In addition, Baird School clinicians provide transition support for students who are planning to return to public school.

Students are referred by their Local Education Agency, the Department of Mental Health, or the Department of Children and Families.

Baird School: 802.488.6839

Bridge

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

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

Bridge offers medical oversight, coordination of case management services for injection drug users, 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 are referred by the court system, primary care providers, friends, family, clergy, or a concerned community member, and by self-referral.

Bridge: 802.488.6425


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

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

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

Centerpoint School: 802.488.7711

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Child and Family Outpatient Services

WHO WE HELP:
The Child and Family Outpatient Services provides counseling for Chittenden County children, adolescents, families, parents, grandparents, and caregivers.

HOW WE HELP:
Child and Family Outpatient Services offers individual, family, couples, group, and play therapy. Services are provided at Howard Center offices, in many Chittenden County schools, and at the Milton Family Community Center. The outpatient team offers a comprehensive array of general mental health and specialty 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 be referred by any family member, caregiver, or professional.

Child and Family Outpatient Services: 802.488.6647
Chittenden Clinic

WHO WE HELP:
The Chittenden Clinic Medication-Assisted Treatment Program provides outpatient treatment and pharmacotherapy (methadone and buprenorphine) for individuals who are opioid dependent.

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

The Clinic offers on-site medical services, supervised dosing, laboratory services, individual and group counseling, psychiatric services, case management, and coordination with other medical and therapeutic providers. Discharge services to support transition to community physician prescribers 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

Communication Supports

WHO WE HELP:
Our communication supports help individuals with an intellectual disability or autism who have communication challenges which affect their ability to express their wants and needs, socially interact with others, and participate in community life.

HOW WE HELP:
We provide consultation and training to individual clients and their teams. Support may include assessment of individual client communication needs; recommendations for communication strategies and/or methods; instruction for the client in the use of their communication system; training of communication partners to support the client’s use of their communication system; assistance with the development of appropriate communication goals and plans for the individual support agreement; and assistance with the identification and use of assistive technology.

Clients are referred by program managers who solicit feedback from clients and their teams about specific communication needs.

Communication Supports: 802.488.6527
Community Friends Mentoring

**WHO WE HELP:**
Community Friends Mentoring (CFM) is a community-based mentoring program that supports area children ages 6-12 who can benefit from extra support due to stressors in their lives.

**HOW WE HELP:**
Community Friends Mentoring staff recruits, screens, and trains volunteer mentors and matches referred children with fun, nurturing volunteers in one-to-one relationships. The program relies on Howard Center resources and staff to provide a wide array of clinical expertise, as needed. Mentor pairs meet regularly to spend time together on their own in the community, sharing activities they both enjoy.

Parents, school professionals, or Howard Center staff may refer children and youth to the Community Friends Mentoring program. Prospective mentors refer themselves by contacting Community Friends Mentoring.

*Community Friends Mentoring:* 802.488.6650

Community Support Programs

**WHO WE HELP:**
The Community Support Programs (CSP) serve Chittenden County adults 18 and older with severe and/or persistent mental health challenges who meet specific eligibility requirements set by the state.

**HOW WE HELP:**
The Community Support Programs help people to recover and lead fulfilling lives. The professional clinical staff provide assessment, case management services, supportive counseling, employment services, housing assistance, residential services, social and recreational opportunities, medication evaluation, and psychiatric consultation. Clients participate in establishing an individualized treatment plan and goals. Services are provided in Howard Center and community locations and in client homes. Additional crisis support is provided by the Crisis Services of Chittenden County.

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

*Community Support Programs:* 802.488.6200
Comprehensive Care

WHO WE HELP:
Comprehensive Care Programs provide 24/7, out-of-home care and/or community-based services for children ages 5 to 21, depending on the specific program.

HOW WE HELP:
The residential programs include short-term crisis stabilization, assessment, and family reunification. Enhanced Family Treatment supports children and their families within the community, in therapeutic foster homes, or in their own homes. In most cases, clients receive care coordination, individual and family therapy, intensive living skills support, crisis response, and other services as needed. A special component of the Comprehensive Care Program is the Woodside Transition House, a step-down program for young men leaving the Woodside Juvenile Rehabilitation Center. Youth in this program receive support as they transition into the community.

Children are referred to Comprehensive Care services through a mental health provider, a primary care provider, a Department for Children and Families social worker, or the local Act 264 team. For the crisis stabilization program, children are referred through the local designated mental health agency crisis team.

Comprehensive Care: 802.488.6726

Consultation and Training Services

WHO WE HELP:
Consultation and Training Services provides support for school personnel, police departments, medical personnel, public officials, private practice physicians, therapists, and other professionals whose work is based on helping individuals and families in the community.

HOW WE HELP:
Howard Center offers consultation and training to a broad spectrum of adults in helping professions. The goal is to help professionals develop the necessary skills to positively impact their work with individuals and families with mental health, substance use, developmental, or educational challenges. The specific type of training varies, depending on the needs of the particular profession, although training for crisis situations as well as everyday interactions is available.

In particular, our clinicians work with public schools to provide support and to help school personnel understand, teach, and manage children with challenging mental and behavioral health issues.

Consultation and Training Services, Schools: 802.488.6679
**CRASH**

**WHO WE HELP:**
The CRASH program serves individuals in Chittenden and Franklin Counties who have an impaired driving offense. CRASH completion is required for reinstating driving privileges whenever there is a suspension for an impaired driving offense.

**HOW WE HELP:**
Project CRASH is Vermont’s Impaired Driver Rehabilitation Program. CRASH Drinking Driver Assessments and Schools provide the screening assessment, education, and referral following license suspension resulting from a drinking and driving conviction. Howard Center offers several options for completing the program, including monthly and weekend programs.

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

**CRASH:** 802.488.6151

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**Children’s Crisis Stabilization Beds**

**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. The Crisis Stabilization Program provides 24/7 therapeutic staff supervision, evaluation of acute mental health status, treatment and discharge planning, acute psychiatric assessment, acute medication management, intensive care coordination, and on-site comprehensive educational services.

Referrals to the program are made through the local designated mental health agency crisis team or primary care provider.

**Children’s Crisis Stabilization Beds:** 802.488.7785
Early Childhood Program

**WHO WE HELP:**
The Early Childhood Program serves children ages 0-6 who are experiencing social, emotional, and behavioral challenges, and their parents and caregivers. The Program is also the Chittenden County early childhood family mental health provider for Children’s Integrated Services.

**HOW WE HELP:**
The Early Childhood Program offers home-based parenting education and support; supportive counseling for children; consultation, advocacy and case management; and behavioral consultation and support in childcare, preschool, and Head Start classroom settings. The Program provides training, consultation, and education to caregivers and providers who support young children and families.

One specific service is the Parent Child Interaction Therapy (PCIT) coaching program, which works with the parent(s) and child together to improve family relationships and to give parents the confidence to use effective parenting skills.

Another component is the Winooski Family Center, a collaboration of Howard Center, the Winooski School District, Winooski Housing Authority, and the City of Winooski. Howard Center provides staffing and programming for Winooski families with children, birth through school age, including a state-accredited pre-school, family playgroups, and home, community, and center-based therapeutic support services.

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

**Early Childhood Program:** 802.488.6757

Family and Community Programs

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

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

Clients are referred through various Howard Center programs. Families or others concerned about a child or family may call Family and Community Programs to learn more about program eligibility.

**Family and Community Programs:** 802.488.6635
First Call

WHO WE HELP:
First Call helps children, adolescents, and families with children in crisis, 24 hours a day, 7 days a week. The definition of crisis is determined by the caller.

HOW WE HELP:
First Call provides a 24/7/365 phone or face-to-face response to all calls. The program links callers and their families with other needed resources within Howard Center and the larger community. When appropriate, First Call screens children for hospital diversion services or psychiatric hospitalization. First Call also serves as the intake number for individuals seeking information about other Howard Center’s services for children and youth.

In addition, First Call maintains the Youth Yellow Pages (YYP), an online guide to area resources for children and youth. The First Call team is available as a resource in the wake of a tragedy involving a young person and may be called on to provide emergency on-site consultation services to schools, police, and other community agencies, and may also provide suicide prevention trainings.

Clients, parents, internal and external providers, and community partners make referrals to First Call.

First Call: 802.488.7777

Flexible Family Funding Program

WHO WE HELP:
The Flexible Family Funding (FFF) Program provides limited funding to assist unpaid family members, guardians, or caregivers who live with a child or family member with an intellectual disability or autism and who meet eligibility guidelines. The goal of Flexible Family Funding is to provide support and resources to help families stay together.

HOW WE HELP:
Howard Center helps individuals and families apply for FFF and determines eligibility. Once approved, families may receive $1,000 per year to use at their discretion for supports and services which benefit the individual and the household. This may include family respite, assistive technology, therapy, or out-of-pocket medical expenses, personal and household needs (ie. clothing, heating oil, rent, etc.), and recreational services. This type of support often helps to avoid the need for more intensive and costly out-of-home services.

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

Flexible Family Funding Program: 802.488.6549
**Home and Community Based Services**

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

**HOW WE HELP:**
Home and Community Based Services are individualized and based on each person's needs. The application process includes a determination of eligibility, 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. In addition, individuals have the opportunity to attend Howard Center's Resource Center to develop new skills and to better access their community. Employment, case management, respite, clinical, crisis, and transportation supports are also available for clients who receive support from Home and Community Based Services. The type and amount of service is based on each person's needs.

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

**Home and Community Based Services:** 802.488.6500

**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 with the most intensive public school based supports.

**HOW WE HELP:**
INCLUSION develops and manages all aspects of the behavioral and therapeutic elements of a student’s educational program, including family treatment and summer services. The program provides a broad continuum of intensive supports and services within the regular education environment. The program is designed to ensure that a student’s needs are fully addressed without placing undue demands on the school’s regular staff.

Students are referred by their Local Education Agency.

**INCLUSION:** 802.488.6600
Jean Garvin School

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

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

Students are referred by their Local Education Agency.

Jean Garvin School: 802.488.6767

JOBS Program

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

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

Clients are referred through 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.

JOBS Program: 802.488.7270
Mental Health Court Programs

**WHO WE HELP:**
This three-phase, problem-solving court operates under a specialized model in which the judiciary, prosecution, defense bar, and Howard Center work together to help non-violent offenders find restoration in recovery and become productive citizens.

**HOW WE HELP:**
Mental Health Court links offenders who would ordinarily be under the supervision of the Department of Corrections to Howard Center and other community resources. The court relies on thorough mental health assessments, individualized treatment plans, and ongoing judicial monitoring to address both the mental health needs of offenders and public safety concerns of communities.

Rapid Intervention Community Court (RICC) is a collaborative effort bringing the Chittenden County State’s Attorney’s Office together with community partners to provide treatment and services for some of the common root causes of criminal behavior such as substance abuse. Howard Center provides assessments, treatment, and referrals.

Individuals are referred through the Department of Corrections and/or the Chittenden County State’s Attorney Office.

Mental Health Court Programs: 802.488.6120

Mobile Crisis

**WHO WE HELP:**
The Mobile Crisis Team provides immediate crisis intervention and evaluation services to Chittenden County residents 18 years and older—and their support systems—who are experiencing a mental health crisis.

**HOW WE HELP:**
The Mobile Crisis Team offers crisis intervention services 24/7/365, including phone support and visits to individuals in their homes, at Howard Center, at the University of Vermont Medical Center Emergency Department, and at other various community locations. Staff provide crisis assessment and stabilization, level-of-care assessment, informal short-term treatment planning, and case disposition. The intent is to help each individual assess the appropriate level of care that best meets their needs, which may include inpatient hospitalizations, community-based crisis beds, respite care, or other community-based resources. If clinicians determine it is unsafe for an individual to return to the community without a short-term admission to the hospital, they will initiate that process.

Clients or their friends or family, concerned community members, law enforcement, or medical personnel make referrals.

Mobile Crisis: 802.488.6400
Northern Lights

WHO WE HELP:
Northern Lights is a supportive residence for 11 women who are under the supervision of the Department of Corrections and who have reached their minimum sentence and have at least one year of supervision left on their maximum sentence. They must be eligible to receive a Section 8 voucher. The program targets women from Chittenden County, but women from other counties may be accepted on a case-by-case basis.

HOW WE HELP:
The program offers individual and group therapy, parenting support, and employment training through collaborations with community partners. The mission is to assist each woman in building a safe, healthy, and productive life in the community while living independently.

Clients are referred by the Vermont Department of Corrections staff at the women's prison. In addition, area residential treatment facilities also make referrals.

Northern Lights: 802.488.7008

Park Street Program

WHO WE HELP:
The Park Street Program provides intensive residential treatment to adolescent males ages 12-17 with sexual harming behaviors.

HOW WE HELP:
Park Street provides a 90-day assessment to determine treatment needs, including long-term treatment, skill building, and transitional services. A wide continuum of services are offered, including formal evaluations, risk assessments, individual and family therapy, group counseling (Relapse Prevention, Anger Management, Sex Education, Life Skills, Social Skills etc.), psychiatric consultation, case management, therapeutic recreation, community service, mental health and substance abuse treatment, health services, community reintegration (i.e. employment, community classes, recreational activities etc.), and around-the-clock crisis services. Residents attend the onsite Fay Honey Knopp School, a licensed school that provides a supportive and safe educational environment that offers educational, therapeutic, and transition services.

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

Park Street Program: 802.488.6775
Peer Access Line

**WHO WE HELP:**
The Peer Access Line (PAL) provides peer support for people who use mental health services.

**HOW WE HELP:**
PAL is a free, support helpline staffed by people who have used mental health services. Because of their own experiences, they understand how distressing and isolating the experience of mental illness can be. PAL staff are available by phone Thursday-Sunday, 6:00-9:00 p.m.

Clients refer themselves by calling the Peer Access Line to speak with a member of the PAL team.

**Peer Access Line:** 802.321.2190

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Pine Street Counseling Services

**WHO WE HELP:**
Pine Street Counseling Services provides outpatient services for adults with mental health and/or substance use issues.

**HOW WE HELP:**
Pine Street Counseling provides culturally competent, trauma-informed care using evidence-based individual and group therapies, 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.

Clients refer themselves to the program or they may be referred by another state/community provider, partner, or organization.

**Pine Street Counseling Services:** 802.488.6100
Project Hire

**WHO WE HELP:**
Project Hire provides career development and employment support and assistance to individuals with intellectual disabilities.

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

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

*Project Hire:* 802.488.6555

Safe Recovery

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

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

The specific services include syringe exchange, drug treatment options counseling, case management, HIV and Hepatitis C testing and linkage to treatment, and Hepatitis A/Hepatitis B vaccination. Safe Recovery provides overdose prevention education and distributes overdose rescue kits with Naloxone (a nasal spray used to reverse an opioid overdose in progress).

Clients may refer themselves and walk-ins are welcome. Clients may also be referred by other Howard Center programs or other social or medical programs. Many services are anonymous, including syringe exchange, HIV testing, Hepatitis C testing, and overdose prevention, and clients are not required to give their name.

*Safe Recovery:* 802.488.6067
Safety Connection

WHO WE HELP:
The Safety Connection program helps adults with intellectual disabilities or autism live independently in the community setting of their choice. The program assists youth in transition, single adults and families, and elders who wish to age in place. Safety Connection works alongside clients and their support teams which can include both Howard Center staff and community partners.

HOW WE HELP:
Safety Connection offers initial strategic planning assistance to Howard Center program managers and clients, community partners, client families, and guardians to identify individuals who meet eligibility requirements. Whether an individual is new to services or is looking to make a change in their living situation, once funding is secure and eligibility requirements are met, the Safety Connection team collaborates with all partners to build an individualized independent living program which combines home-based monitoring technologies with clinically trained staff monitors and responders.

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

Safety Connection: 802.488.6500

School Services Program

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

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

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

School Services Program: 802.488.6664
St. Albans Public Inebriate Program

WHO WE HELP:
The St. Albans Public Inebriate Program (PIP) supports residents of Grand Isle and Franklin County.

HOW WE HELP:
The St. Albans Public Inebriate Program (PIP) provides a safe and supervised environment for individuals who are incapacitated due to alcohol or other drugs until they can regain sobriety. PIP also provides referrals to treatment and offers information on resources in the community.

Clients are referred by law enforcement and/or medical providers.

St. Albans Public Inebriate Program: 802.488.6265

St. Albans Outpatient Substance Abuse Services

WHO WE HELP:
St. Albans Outpatient Services provides quality outpatient substance abuse counseling to Grand Isle and Franklin County residents.

HOW WE HELP:
The program includes individual and group substance abuse counseling. Specific treatment options and intensity vary according to individual needs and may include individual therapy, group therapy, case management, and/or intensive outpatient treatment.

Clients refer themselves to the program, or they may be referred by another state/community provider, partner, or organization.

St. Albans Outpatient Substance Abuse Services: 802.488.6265
**START**

**WHO WE HELP:**
START (Stabilization, Treatment, And Recovery Team) is a community program within Crisis Services that provides support to individuals ages 18 and older who are experiencing emotional distress and/or an increase in mental health symptoms. The goal of the program is to help prevent the need for higher levels of care services, such as the hospital or police.

**HOW WE HELP:**
The program relies on peers to provide face-to-face contact, and draws on the personal experiences of staff to connect with clients and work with them in their homes or in the community to develop the skills and receive the support necessary to maintain stability. START offers short-term services, typically between two to four weeks. The program also provides short-term case management services for individuals whose needs can be covered within two to four weeks.

Clients may refer themselves by calling the crisis number, or they can be referred directly by their current treatment providers.

**START:** 802.488.6424

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**Street Outreach**

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

**HOW WE HELP:**
The Street Outreach Program aims to reduce the reliance on the Burlington Police Department to respond to and address social service problems in the downtown area and city neighborhoods. Services are primarily focused on assisting persons with psychiatric disabilities, including assessment, monitoring, support, and active referral to needed services, including support for those who are homeless. Specific services may include help with emotional, medical, financial, legal, and behavioral issues. 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 are self-referred 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, families/friends, merchants, and other concerned community members.

**Street Outreach:** 802.488.7013
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, as well as the opportunity to receive additional support from their peers, professors, and community employers, and organizations. Students graduate with the ability to live in their own apartment, develop meaningful friendships, obtain fulfilling employment, and establish social connections within their community.

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

SUCCEED: 802.488.6580
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 leading the charge for progressive and compassionate care, support, and treatment for those members of our community in need.

Founded in 1865 as an agency serving the children of the destitute, it now offers life-saving professional crisis and counseling services to children and adults; therapeutic interventions and education programs for children with emotional and behavioral issues; supportive services to individuals with autism and intellectual disabilities who need help with education, employment, and life maintenance skills; and counseling and medical services for adults struggling with substance use and mental health issues.

Our staff of 1,500 provides services in 60 locations. Last year we helped more than 16,000 community members.

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

-Howard Center Event Speaker

Howard Center Crisis Numbers

First Call for Children and Families
Phone: 802.488.7777
TTY: 802.488.6732

Adult Mobile Crisis Team
Phone: 802.488.6400

ACT I/Bridge Substance Abuse Crisis Service
Phone: 802.488.6425

St. Albans Public Inebriate Program
Phone: 802.488.6265

802.488.6000
www.howardcenter.org
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ACT I

WHO WE HELP:
ACT I provides 24/7/365 information, referral, screening, and assessment services for individuals of all ages who are or are suspected to be incapacitated due to alcohol or other drugs.

HOW WE HELP:
ACT I offers a clean, safe, supervised setting for clients to regain sobriety.

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

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

ACT I: 802.488.6425

After Hours On-Call Support

WHO WE HELP:
After Hours On-Call Support helps Chittenden County individuals with intellectual disabilities or autism who are in need of urgent support and crisis intervention.

HOW WE HELP:
Services are available from 5:00 p.m. to 8:30 a.m. weekdays and throughout the weekend. On-Call provides telephone consultation and support, in-person crisis intervention and prevention, hospital-based support, community resource collaboration, preventative care and proactive coordination with client support teams. Supports are provided in client homes, in the community, at the hospital, and at Howard Center locations.

Individuals, families, and other support providers access After Hours On-Call by calling a toll free number.

After Hours On-Call Support: 866.331.1419
**ARCh (Accessing Resources for Children)**

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

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

Individuals are referred to ARCh by staff from other Howard Center programs.

**ARCh:** 802.488.6500 or 802.488.6600

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**ASSIST**

**WHO WE HELP:**
ASSIST helps any adult resident of Chittenden County who is experiencing a psychiatric crisis. The program is voluntary and referrals are evaluated on a case-by-case basis to individualize treatment.

**HOW WE HELP:**
ASSIST provides a residential setting for crisis respite and stabilization services to allow people with psychiatric challenges to remain in the community in a less restrictive setting than hospitalization.

In addition, staff supervise and monitor clients who are undergoing a medication change or transitioning from an in-patient hospital stay to the community. To ensure structure and safety, ASSIST is staffed 24/7/365.

Clients are empowered to be an active part of their own treatment and help create an individualized treatment plan. As ASSIST is just one component of a network of services, clients are encouraged to access and expand their existing relationships with community support systems.

Referrals to ASSIST are received through crisis services, case managers, and hospitals.

**ASSIST:** 802.488.6411
**Autism Spectrum Program**

**WHO WE HELP:**
The Autism Spectrum Program (ASP) provides 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 home, school, and community settings and target the teaching and shaping of essential social communication, adaptive behavior, and daily living and functional learning skills. The ASP also provides consultation and training services regarding autism and interventions.

Clients are referred through their Local Education Agency, the Children’s Integrated Services—Early Intervention Program at Vermont Family Network, or by family members.

**Autism Spectrum Program:** 802.488.6681

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**Avenue 7**

**WHO WE HELP:**
Avenue 7 is a transitional housing model for individuals ages 18-28 with an intellectual disability or autism and who receive Home and Community Based Services. It offers a supportive residential community for those who need to learn the skills necessary to live independently. Individuals served may be transitioning from their family home or from another residential support program. All participants share the common goal of living independently with success.

**HOW WE HELP:**
The program is offered in partnership with the Burlington Housing Authority (BHA), and each person living at Avenue 7 leases their individual residence from BHA with the support of a Section 8 housing voucher. When residents successfully move out at the end of the 18-month program, they are able to keep their housing voucher and move into their own apartment or with a roommate. Avenue 7 is staffed 24/7 with an on-site residential advisor to ensure that residents have the needed support while developing the skills to live independently.

Clients are referred at the time of intake or at a later time as determined necessary by the client and/or their support team.

**Avenue 7:** 802.488.6517
**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 multi-faceted academic, social, emotional, and behavioral programming to students who have significant challenges in these areas. Students develop skills and strategies that will allow them to function successfully in the least restrictive educational environment available to them. In addition, Baird School clinicians provide transition support for students who are planning to return to public school.

Students are referred by their Local Education Agency, the Department of Mental Health, or the Department of Children and Families.

**Baird School:** 802.488.6839

**Bridge**

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

**HOW WE HELP:**
The Bridge Program is staffed 24 hours a day. Treatment goals are individualized. Related services may be coordinated with the University of Vermont Medical Center Emergency Department and through referrals to other Howard Center services.

Bridge offers medical oversight, coordination of case management services for injection drug users, 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 are referred by the court system, primary care providers, friends, family, clergy, or a concerned community member, and by self-referral.

**Bridge:** 802.488.6425
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, young adults, and their families faced with emotional, behavioral, mental health, substance abuse, or special learning needs. The School is one component of Centerpoint Services, and students receive additional support, as needed, to address issues in their lives that may affect their educational success. Specific services may include individual, family, and group counseling and intensive outpatient treatment for teens.

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

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

**Centerpoint School:** 802.488.7711

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Child and Family Outpatient Services

**WHO WE HELP:**
The Child and Family Outpatient Services provides counseling for Chittenden County children, adolescents, families, parents, grandparents, and caregivers.

**HOW WE HELP:**
Child and Family Outpatient Services offers individual, family, couples, group, and play therapy. Services are provided at Howard Center offices, in many Chittenden County schools, and at the Milton Family Community Center. The outpatient team offers a comprehensive array of general mental health and specialty 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 be referred by any family member, caregiver, or professional.

**Child and Family Outpatient Services:** 802.488.6647
WHO WE HELP:
The Chittenden Clinic Medication-Assisted Treatment Program provides outpatient treatment and pharmacotherapy (methadone and buprenorphine) for individuals who are opioid dependent.

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

The Clinic offers on-site medical services, supervised dosing, laboratory services, individual and group counseling, psychiatric services, case management, and coordination with other medical and therapeutic providers. Discharge services to support transition to community physician prescribers 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

Communication Supports

WHO WE HELP:
Our communication supports help individuals with an intellectual disability or autism who have communication challenges which affect their ability to express their wants and needs, socially interact with others, and participate in community life.

HOW WE HELP:
We provide consultation and training to individual clients and their teams. Support may include assessment of individual client communication needs; recommendations for communication strategies and/or methods; instruction for the client in the use of their communication system; training of communication partners to support the client’s use of their communication system; assistance with the development of appropriate communication goals and plans for the individual support agreement; and assistance with the identification and use of assistive technology.

Clients are referred by program managers who solicit feedback from clients and their teams about specific communication needs.

Communication Supports: 802.488.6527
Community Friends Mentoring

WHO WE HELP:
Community Friends Mentoring (CFM) is a community-based mentoring program that supports area children ages 6-12 who can benefit from extra support due to stressors in their lives.

HOW WE HELP:
Community Friends Mentoring staff recruits, screens, and trains volunteer mentors and matches referred children with fun, nurturing volunteers in one-to-one relationships. The program relies on Howard Center resources and staff to provide a wide array of clinical expertise, as needed. Mentor pairs meet regularly to spend time together on their own in the community, sharing activities they both enjoy.

Parents, school professionals, or Howard Center staff may refer children and youth to the Community Friends Mentoring program. Prospective mentors refer themselves by contacting Community Friends Mentoring.

Community Friends Mentoring: 802.488.6650

Community Support Programs

WHO WE HELP:
The Community Support Programs (CSP) serve Chittenden County adults 18 and older with severe and/or persistent mental health challenges who meet specific eligibility requirements set by the state.

HOW WE HELP:
The Community Support Programs help people to recover and lead fulfilling lives. The professional clinical staff provide assessment, case management services, supportive counseling, employment services through our Career Connections program, housing assistance, residential services, social and recreational opportunities, medication evaluation, and psychiatric consultation. Clients participate in establishing an individualized treatment plan and goals. Services are provided in Howard Center and community locations and in client homes. Additional crisis support is provided by the Crisis Services of Chittenden County.

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

Community Support Programs: 802.488.6200
Comprehensive Care

WHO WE HELP:
Comprehensive Care Programs provide 24/7, out-of-home care and/or community-based services for children ages 5 to 21, depending on the specific program.

HOW WE HELP:
The residential programs include short-term crisis stabilization, assessment, and family reunification. Enhanced Family Treatment supports children and their families within the community, in therapeutic foster homes, or in their own homes. In most cases, clients receive care coordination, individual and family therapy, intensive living skills support, crisis response, and other services as needed. A special component of the Comprehensive Care Program is the Woodside Transition House, a step-down program for young men leaving the Woodside Juvenile Rehabilitation Center. Youth in this program receive support as they transition into the community.

Children are referred to Comprehensive Care services through a mental health provider, a primary care provider, a Department for Children and Families social worker, or the local Act 264 team. For the crisis stabilization program, children are referred through the local designated mental health agency crisis team.

Comprehensive Care: 802.488.6726

Consultation and Training Services

WHO WE HELP:
Consultation and Training Services provides support for school personnel, police departments, medical personnel, public officials, private practice physicians, therapists, and other professionals whose work is based on helping individuals and families in the community.

HOW WE HELP:
Howard Center offers consultation and training to a broad spectrum of adults in helping professions. The goal is to help professionals develop the necessary skills to positively impact their work with individuals and families with mental health, substance use, developmental, or educational challenges. The specific type of training varies, depending on the needs of the particular profession, although training for crisis situations as well as everyday interactions is available.

In particular, our clinicians work with public schools to provide support and to help school personnel understand, teach, and manage children with challenging mental and behavioral health issues.

Consultation and Training Services, Schools: 802.488.6679
**CRASH**

**WHO WE HELP:**
The CRASH program serves individuals in Chittenden and Franklin Counties who have an impaired driving offense. CRASH completion is required for reinstating driving privileges whenever there is a suspension for an impaired driving offense.

**HOW WE HELP:**
Project CRASH is Vermont’s Impaired Driver Rehabilitation Program. CRASH Drinking Driver Assessments and Schools provide the screening assessment, education, and referral following license suspension resulting from a drinking and driving conviction. Howard Center offers several options for completing the program, including monthly and weekend programs.

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

**CRASH:** 802.488.6151

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**Children’s Crisis Stabilization Beds**

**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. The Crisis Stabilization Program provides 24/7 therapeutic staff supervision, evaluation of acute mental health status, treatment and discharge planning, acute psychiatric assessment, acute medication management, intensive care coordination, and on-site comprehensive educational services.

Referrals to the program are made through the local designated mental health agency crisis team or primary care provider.

**Children’s Crisis Stabilization Beds:** 802.488.7785
Early Childhood Program

WHO WE HELP:
The Early Childhood Program serves children ages 0-6 who are experiencing social, emotional, and behavioral challenges, and their parents and caregivers. The Program is also the Chittenden County early childhood family mental health provider for Children's Integrated Services.

HOW WE HELP:
The Early Childhood Program offers home-based parenting education and support; supportive counseling for children; consultation, advocacy and case management; and behavioral consultation and support in childcare, preschool, and Head Start classroom settings. The Program provides training, consultation, and education to caregivers and providers who support young children and families.

One specific service is the Parent Child Interaction Therapy (PCIT) coaching program, which works with the parent(s) and child together to improve family relationships and to give parents the confidence to use effective parenting skills.

Another component is the Winooski Family Center, a collaboration of Howard Center, the Winooski School District, Winooski Housing Authority, and the City of Winooski. Howard Center provides staffing and programming for Winooski families with children, birth through school age, including a state-accredited pre-school, family playgroups, and home, community, and center-based therapeutic support services.

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

Early Childhood Program: 802.488.6757

Family and Community Programs

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

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

Clients are referred through various Howard Center programs. Families or others concerned about a child or family may call Family and Community Programs to learn more about program eligibility.

Family and Community Programs: 802.488.6635
First Call

WHO WE HELP:
First Call helps children, adolescents, and families with children in crisis, 24 hours a day, 7 days a week. The definition of crisis is determined by the caller.

HOW WE HELP:
First Call provides a 24/7/365 phone or face-to-face response to all calls. The program links callers and their families with other needed resources within Howard Center and the larger community. When appropriate, First Call screens children for hospital diversion services or psychiatric hospitalization. First Call also serves as the intake number for individuals seeking information about other Howard Center’s services for children and youth.

In addition, First Call maintains the Youth Yellow Pages (YYP), an online guide to area resources for children and youth. The First Call team is available as a resource in the wake of a tragedy involving a young person and may be called on to provide emergency on-site consultation services to schools, police, and other community agencies, and may also provide suicide prevention trainings.

Clients, parents, internal and external providers, and community partners make referrals to First Call.

First Call: 802.488.7777

Flexible Family Funding Program

WHO WE HELP:
The Flexible Family Funding (FFF) Program provides limited funding to assist unpaid family members, guardians, or caregivers who live with a child or family member with an intellectual disability or autism and who meet eligibility guidelines. The goal of Flexible Family Funding is to provide support and resources to help families stay together.

HOW WE HELP:
Howard Center helps individuals and families apply for FFF and determines eligibility. Once approved, families may receive $1,000 per year to use at their discretion for supports and services which benefit the individual and the household. This may include family respite, assistive technology, therapy, or out-of-pocket medical expenses, personal and household needs (ie. clothing, heating oil, rent, etc.), and recreational services. This type of support often helps to avoid the need for more intensive and costly out-of-home services.

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

Flexible Family Funding Program: 802.488.6549
Home and Community Based Services

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

HOW WE HELP:
Home and Community Based Services are individualized and based on each person’s needs. The application process includes a determination of eligibility, 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. In addition, individuals have the opportunity to attend Howard Center’s Resource Center to develop new skills and to better access their community. Employment, case management, respite, clinical, crisis, and transportation supports are also available for clients who receive support from Home and Community Based Services. The type and amount of service is based on each person’s needs.

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

Home and Community Based Services: 802.488.6500

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 with the most intensive public school based supports.

HOW WE HELP:
INCLUSION develops and manages all aspects of the behavioral and therapeutic elements of a student’s educational program, including family treatment and summer services. The program provides a broad continuum of intensive supports and services within the regular education environment. The program is designed to ensure that a student’s needs are fully addressed without placing undue demands on the school’s regular staff.

Students are referred by their Local Education Agency.

INCLUSION: 802.488.6600
Jean Garvin School

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

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

Students are referred by their Local Education Agency.

**Jean Garvin School:** 802.488.6767

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**JOBS Program**

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

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

Clients are referred through 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.

**JOBS Program:** 802.488.7270
Mental Health Court Programs

WHO WE HELP:
This three-phase, problem-solving court operates under a specialized model in which the judiciary, prosecution, defense bar, and Howard Center work together to help non-violent offenders find restoration in recovery and become productive citizens.

HOW WE HELP:
Mental Health Court links offenders who would ordinarily be under the supervision of the Department of Corrections to Howard Center and other community resources. The court relies on thorough mental health assessments, individualized treatment plans, and ongoing judicial monitoring to address both the mental health needs of offenders and public safety concerns of communities.

Rapid Intervention Community Court (RICC) is a collaborative effort bringing the Chittenden County State’s Attorney’s Office together with community partners to provide treatment and services for some of the common root causes of criminal behavior such as substance abuse. Howard Center provides assessments, treatment, and referrals.

Individuals are referred through the Department of Corrections and/or the Chittenden County State’s Attorney Office.

Mental Health Court Programs: 802.488.6120

Mobile Crisis

WHO WE HELP:
The Mobile Crisis Team provides immediate crisis intervention and evaluation services to Chittenden County residents 18 years and older—and their support systems—who are experiencing a mental health crisis.

HOW WE HELP:
The Mobile Crisis Team offers crisis intervention services 24/7/365, including phone support and visits to individuals in their homes, at Howard Center, at the University of Vermont Medical Center Emergency Department, and at other various community locations. Staff provide crisis assessment and stabilization, level-of-care assessment, informal short-term treatment planning, and case disposition. The intent is to help each individual assess the appropriate level of care that best meets their needs, which may include inpatient hospitalizations, community-based crisis beds, respite care, or other community-based resources. If clinicians determine it is unsafe for an individual to return to the community without a short-term admission to the hospital, they will initiate that process.

Clients or their friends or family, concerned community members, law enforcement, or medical personnel make referrals.

Mobile Crisis: 802.488.6400
Northern Lights

WHO WE HELP:
Northern Lights is a supportive residence for 11 women who are under the supervision of the Department of Corrections and who have reached their minimum sentence and have at least one year of supervision left on their maximum sentence. They must be eligible to receive a Section 8 voucher. The program targets women from Chittenden County, but women from other counties may be accepted on a case-by-case basis.

HOW WE HELP:
The program offers individual and group therapy, parenting support, and employment training through collaborations with community partners. The mission is to assist each woman in building a safe, healthy, and productive life in the community while living independently.

Clients are referred by the Vermont Department of Corrections staff at the women's prison. In addition, area residential treatment facilities also make referrals.

Northern Lights: 802.488.7008

Park Street Program

WHO WE HELP:
The Park Street Program provides intensive residential treatment to adolescent males ages 12-17 with sexual harming behaviors.

HOW WE HELP:
Park Street provides a 90-day assessment to determine treatment needs, including long-term treatment, skill building, and transitional services. A wide continuum of services are offered, including formal evaluations, risk assessments, individual and family therapy, group counseling (Relapse Prevention, Anger Management, Sex Education, Life Skills, Social Skills etc.), psychiatric consultation, case management, therapeutic recreation, community service, mental health and substance abuse treatment, health services, community reintegration (i.e. employment, community classes, recreational activities etc.), and around-the-clock crisis services. Residents attend the onsite Fay Honey Knopp School, a licensed school that provides a supportive and safe educational environment that offers educational, therapeutic, and transition services.

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

Park Street Program: 802.488.6775
Peer Access Line

**WHO WE HELP:**
The Peer Access Line (PAL) provides peer support for people who use mental health services.

**HOW WE HELP:**
PAL is a free, support helpline staffed by people who have used mental health services. Because of their own experiences, they understand how distressing and isolating the experience of mental illness can be. PAL staff are available by phone Thursday-Sunday, 6:00-9:00 p.m.

Clients refer themselves by calling the Peer Access Line to speak with a member of the PAL team.

**Peer Access Line:** 802.321.2190

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Pine Street Counseling Services

**WHO WE HELP:**
Pine Street Counseling Services provides outpatient services for adults with mental health and/or substance use issues.

**HOW WE HELP:**
Pine Street Counseling provides culturally competent, trauma-informed care using evidence-based individual and group therapies, 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.

Clients refer themselves to the program or they may be referred by another state/community provider, partner, or organization.

**Pine Street Counseling Services:** 802.488.6100
**Project Hire**

**WHO WE HELP:**
Project Hire provides career development and employment support and assistance to individuals with intellectual disabilities.

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

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

**Project Hire:** 802.488.6555

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**Safe Recovery**

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

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

The specific services include syringe exchange, drug treatment options counseling, case management, HIV and Hepatitis C testing and linkage to treatment, and Hepatitis A/Hepatitis B vaccination. Safe Recovery provides overdose prevention education and distributes overdose rescue kits with Naloxone (a nasal spray used to reverse an opioid overdose in progress).

Clients may refer themselves and walk-ins are welcome. Clients may also be referred by other Howard Center programs or other social or medical programs. Many services are anonymous, including syringe exchange, HIV testing, Hepatitis C testing, and overdose prevention, and clients are not required to give their name.

**Safe Recovery:** 802.488.6067
Safety Connection

WHO WE HELP:
The Safety Connection program helps adults with intellectual disabilities or autism live independently in the community setting of their choice. The program assists youth in transition, single adults and families, and elders who wish to age in place. Safety Connection works alongside clients and their support teams which can include both Howard Center staff and community partners.

HOW WE HELP:
Safety Connection offers initial strategic planning assistance to Howard Center program managers and clients, community partners, client families, and guardians to identify individuals who meet eligibility requirements. Whether an individual is new to services or is looking to make a change in their living situation, once funding is secure and eligibility requirements are met, the Safety Connection team collaborates with all partners to build an individualized independent living program which combines home-based monitoring technologies with clinically trained staff monitors and responders.

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

Safety Connection: 802.488.6500

School Services Program

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

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

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

School Services Program: 802.488.6664
St. Albans Public Inebriate Program

WHO WE HELP:
The St. Albans Public Inebriate Program (PIP) supports residents of Grand Isle and Franklin County.

HOW WE HELP:
The St. Albans Public Inebriate Program (PIP) provides a safe and supervised environment for individuals who are incapacitated due to alcohol or other drugs until they can regain sobriety. PIP also provides referrals to treatment and offers information on resources in the community.

Clients are referred by law enforcement and/or medical providers.

St. Albans Public Inebriate Program: 802.488.6265

St. Albans Outpatient Substance Abuse Services

WHO WE HELP:
St. Albans Outpatient Services provides quality outpatient substance abuse counseling to Grand Isle and Franklin County residents.

HOW WE HELP:
The program includes individual and group substance abuse counseling. Specific treatment options and intensity vary according to individual needs and may include individual therapy, group therapy, case management, and/or intensive outpatient treatment.

Clients refer themselves to the program, or they may be referred by another state/community provider, partner, or organization.

St. Albans Outpatient Substance Abuse Services: 802.488.6265
WHO WE HELP:
START (Stabilization, Treatment, And Recovery Team) is a community program within Crisis Services that provides support to individuals ages 18 and older who are experiencing emotional distress and/or an increase in mental health symptoms. The goal of the program is to help prevent the need for higher levels of care services, such as the hospital or police.

HOW WE HELP:
The program relies on peers to provide face-to-face contact, and draws on the personal experiences of staff to connect with clients and work with them in their homes or in the community to develop the skills and receive the support necessary to maintain stability. START offers short-term services, typically between two to four weeks. The program also provides short-term case management services for individuals whose needs can be covered within two to four weeks.

Clients may refer themselves by calling the crisis number, or they can be referred directly by their current treatment providers.

START: 802.488.6424

Street Outreach

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

HOW WE HELP:
The Street Outreach Program aims to reduce the reliance on the Burlington Police Department to respond to and address social service problems in the downtown area and city neighborhoods. Services are primarily focused on assisting persons with psychiatric disabilities, including assessment, monitoring, support, and active referral to needed services, including support for those who are homeless. Specific services may include help with emotional, medical, financial, legal, and behavioral issues. 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 are self-referred 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, families/friends, merchants, and other concerned community members.

Street Outreach: 802.488.7013
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, as well as the opportunity to receive additional support from their peers, professors, and community employers, and organizations. Students graduate with the ability to live in their own apartment, develop meaningful friendships, obtain fulfilling employment, and establish social connections within their community.

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

SUCCEED: 802.488.6580