

Annual Report 2006



CARF has accredited
26 of The Howard
Center's programs.



The Howard Center for Human Services
208 Flynn Avenue, Suite 3J
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"...compassionate, experienced,
and energetic staff members who
provide services in a genuine and
caring manner."

— CARF Accreditation Report

 The Howard Center for Human Services

Our mission: Improving the health and well-being of individuals, families, and our communities.



ON THE COVER

1 Stan Baker, Clinical Director for Developmental Services, developed and led the agency's first cross-divisional Autism Study Group in response to the dramatic increase in the incidence of Autism Spectrum Disorder diagnoses in our community.

2 Tuipate Mubiay, named Diversity Coordinator this past year, will strive to help Howard's outreach in an increasingly diverse community. Raised in the Democratic Republic of Congo, Tuipate is currently enrolled in a Master of Social Work program at UVM.

3 Laura Pearce (*left*), Director of Quality Assurance, Baird Division, and Dana Poverman, Director of Substance Abuse Programs and ABHS Accreditation Coordinator, co-coordinated the CARF accreditation process, which measures the quality of programs and services. This process led to a three-year accreditation – the highest level – for 26 of The Howard Center's programs.

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Gail Rosenberg

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This report is available in accessible formats.

www.howardcenter.org
802/ 660-3678

BOB BICK, DIRECTOR

- Introduced Treatment Support Services for clients receiving Burpenorphine, a medication used to treat opiate addiction.
- Initiated new Smoking Cessation Outreach Program.
- Started a Health Psychology Clinic for adults, focusing on evidenced-based, mind-body therapies.
- Began bi-weekly weekend Drinking Driver (CRASH) Courses.
- Began Offender Re-Entry Program for high-risk clients with co-occurring disorders.
- Expanded Case Management leadership to address dual diagnosis issues for clients transitioning from youth to adult services.
- Valerie Koropatnick, Westview House Director, awarded "Provider of the Year for 2005" by NAMI-VT.
- Successfully navigated the new Medicare D medication program for more than 300 clients.
- Partnered with Vermont Businesses for Social Responsibility to create Business Mentoring (one day job shadowing) and On-the-Job Training opportunities through Westview Employment Service.
- Worked with The Matrix Center in Philadelphia and Hot Heart in Japan to prepare for trip to Japan in October 2006 to participate in a Japanese Knowledge Exchange.

Baird Center for Children and Families

PROGRAMS

The Baird Center for Children and Families provides prevention, assessment, treatment, and educational services and support to children and youth and their families. Programs include First Call for Children and Families, a 24-hour-per-day crisis service; counseling, case management, and school-based services; intensive family-based services; day treatment and special education services; four residential programs including crisis stabilization and assessment as well as longer-term treatment; Centerpoint, a substance abuse day-treatment program for adolescents; and Pine Forest Children's Center.

INDIVIDUALS SERVED

Intensive Family-Based Services	135
Early Childhood	66
Residential Treatment	123
Pine Forest Children's Center	114
Special Education	164
Respite	24
Counseling Services	704
Community Friends	131
Case Management	175
Centerpoint	383
JOBS	49
First Call for Children and Families	1,495
School Services	891
TOTAL	4,454

HIGHLIGHTS

- Received three-year accreditation from CARF International for children's mental health programs.
- Launched "Beginning with Families" with a grant from the Weyerhaeuser Family Foundation to provide alternative crisis mental health services for children under age seven and their families.

CATHERINE SIMONSON, DIRECTOR

- Park Street Residential program in Rutland was highlighted on Channel 5 News for their successful outcomes providing intensive treatment to youth struggling with sexually offending behaviors.
- Baird in collaboration with the University of Vermont's Social Work Department expanded a 15-year partnership of placing social work interns at the agency to a status that designates the agency as a professional development organization (PDO). During the 2005-2006 academic year Baird had 14 student interns who worked a total of over 6,300 hours.
- Winooski Family Center, a collaborative project between The Howard Center, Winooski School District, and the Winooski Housing Authority, was awarded the prestigious S. Whitney Landon Award accompanied by a \$25,000 grant through the Turrell Fund.
- Baird School, serving children grades 1-8 reported that 62% of the students discharged were reintegrated into local educational settings.
- Community Friends Mentoring and Lake Champlain International, Inc. have come together to find mentors for kids through the Fishing for Friends project. This partnership has already achieved its first year goal by recruiting several local anglers to act as mentors to area kids and by raising \$25,000 to support Community Friends.
- Outpatient Program expanded group offerings including the STAR program for children with reactive behaviors and the Rocking Horse program for mothers impacted by substance abuse.
- Expanded partnership with Fletcher Allen's Child Psychiatry Department that has resulted in a reduced wait list for child psychiatry services.

Howard Community Services

MARIE ZURA, DIRECTOR

PROGRAMS

Howard Community Services offers quality human services and supports for individuals with developmental disabilities which promote individual growth and expression and enable people to live as active and valued members of their communities. Services are tailored to meet individual and family need and can be a vital support system throughout a person's life. To this end, we provide supports in the following areas: residential services, family supports, vocational services, community inclusion activities and transition and crisis services.

INDIVIDUALS SERVED

Shared Living Homes	134
Supported Residences	41
Group Homes	17
In-Home Family Supports	135
Shared Parenting	7
General Respite	232
Single-Service Vocational	6
Out-of-State Placements	2
Non-Funded	1
TOTAL	575

HIGHLIGHTS

- Approximately 88% of the people in Employment Services are employed with an average length of employment of four years. The number of people served increased 9%. The program works with 85 employers in Chittenden County.
- Maximized support services to families and individuals using nursing, personal care, and developmental services through the implementation of Unified Service Plans.
- Provided trainings to the law enforcement and legal communities on the Developmental Service System and the individuals we support.

- HCS co-sponsored a Play Therapy workshop at Saint Michael's College attended by clinicians, school counselors, and graduate students. The presentation included information about using play therapy with people with developmental disabilities and Autism.

- HCS Clinical Director initiated an Autism Spectrum Disorder Study Group. The Study Group concept will continue with a cross-divisional HCS/Baird Autism Group.

- HCS artists once again had the opportunity to show their work at the annual "New Works from Howard Community Services" at the Union Station building in August 2005. This work was also featured in the annual South End Art Hop in September 2005.

- Individuals from HCS participated in the innovative Adult Self Advocacy Theater Project, a series of 24 classes using theater as a vehicle for adults with developmental disabilities and their support providers to learn and practice self-advocacy skills. The program culminated in a performance in which all the participants performed theater pieces that they had helped develop and write.

- One HCS client deserved special mention. Larry Bissonnette, a featured artist of the GRACE arts program, was the subject of an autobiographical documentary entitled, "My Classic Life as an Artist: a Portrait of Larry Bissonnette". Produced by Syracuse University and released in early 2005, the film tells the story of Larry's everyday life as an artist and as an individual with autism. Larry and his sister, Sally Verwey, traveled to Munich, Germany where the film was shown at the international short film festival, "The Way We Live." Larry's website on the film is myclassiclifefilm.com.

Adult Behavioral Health Services

PROGRAMS

Adult Behavioral Health Services provides quality services to members of the community who are experiencing the effects of acute or severe emotional distress, including mental illness, and to individuals who are experiencing the negative effects of the abuse of alcohol or other drugs. Services include intensive community supports so that individuals with mental illness can live successfully in the community; outpatient mental health and substance abuse counseling; therapy and community education and prevention services; the ACT I/Bridge and CRASH programs; and Crisis Services of Chittenden County.

INDIVIDUALS SERVED

Adult Counseling Services	785
Community Support Programs	753
Crisis Services	1,276
ASSIST	239
ACT I	2,252
Bridge	416
Alcohol Counseling and Therapy	1,797
Alcohol Education/Prevention Services	2,600
CRASH Program	970
Chittenden Center/Methadone Clinic	198
TOTAL	11,286

HIGHLIGHTS

- Received three-year accreditation from CARF International for adult mental health and substance abuse programs.
- Increased service delivery in the St. Albans Public Inebriate Program by 100%.
- Increased the number of individuals receiving methadone treatment at the Chittenden Center Methadone Clinic by 25% to 190 clients.
- Introduced a new substance abuse Intermediate Care Service for women.

Report to the Community

WITH 799 STAFF MEMBERS, THE HOWARD Center is Vermont's 18th largest employer, according to *Vermont Business Magazine*.

This report is dedicated to each and every one of those staff members – truly remarkable individuals.

As we reflect on the successes of The Howard Center from this past year, we are humbled by our staff members' commitment to helping our communities and our neighbors' communities. As one example, a number of our employees went to New Orleans and beyond to aid the victims of Hurricanes Katrina and Rita. In another example, dozens of our employees volunteer on a regular basis locally through work as mentors, coaches, non-profit Board members, chefs, and in a wide variety of other roles. We are inspired that their commitment to making the world a better place extends beyond the The Howard Center.

At Howard, providing quality service is central to our mission. Within the mental health field, the most visible public recognition of such quality is provided by CARF, a national accreditation agency. A three-year accreditation -- the highest level of accreditation -- was awarded by CARF International to The Howard Center this past year for 26 of its programs, with exemplary ratings for its Westview Vocational Program and its *Unsung Heroes* public access television program. The Howard Center was praised for providing "well-managed services" in a "genuine and caring manner."

To gain accreditation, a mental health organization has to meet 1,100 standards. CARF sends a team of seven peer reviewers to assess programs. Staff members Dana Poverman and Laura Pearce deserve credit for leading this important accreditation process for our agency.

As our communities become increasingly multicultural, our agency set a goal of cultural competence as an organizational cornerstone. Valuable assets and resources are found in the many cultures, races, religions, languages, and ethnic backgrounds. We are delighted that last year Tuipate Mubiay was

named Howard's Diversity Coordinator to further our agency's outreach so that our board and staff reflect the cultural diversity of our communities, staff receive appropriate training on diversity issues, and The Howard Center forms positive connections to groups representing various cultures within our community. Raised in the Democratic Republic of Congo, he received his undergraduate degrees in Vermont in human services and psychology. Tuipate is currently enrolled in a Master of Social Work program at the University of Vermont. He brings to the agency a wide variety of professional and volunteer experience.

Another change in our community is the dramatic increase in the incidence of Autism Spectrum Disorder (ASD) diagnosis. Currently 1 in 150 children are being diagnosed with ASD. This number includes people diagnosed with autism, Asperger's, and Pervasive Developmental Disorder (PDD). Two of Howard's service areas – developmental services and children, youth, and families services – have been providing extensive support to people with autism and their families. Work is being done in homes, schools, and the community. Stan Baker developed a well-received training program for staff in different programs areas that is collaborative and unified and which allows for a rich interchange of ideas across professional roles.

As we launch into the next stage of the agency's development and growth, we offer a most sincere thank you to all Howard Center employees – for your dedication, commitment, and caring. You have a great deal of heart!



Kathy Connolly
President, Board of Trustees



Todd Centybear
Executive Director

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** Donors for five consecutive years*

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Employees recognized in FY2006 for having reached Employment milestones of 10, 15, 20, and 30 years

30 years
Todd Centybear
Laura Smith

20 years
Susan Farrar
Tina Hatin
Tom Paquette
Marlene Williamson

15 years
Susan Bowley
Wendy Lachapelle
Dana Poverman
Paula Ralston
Marie Zura

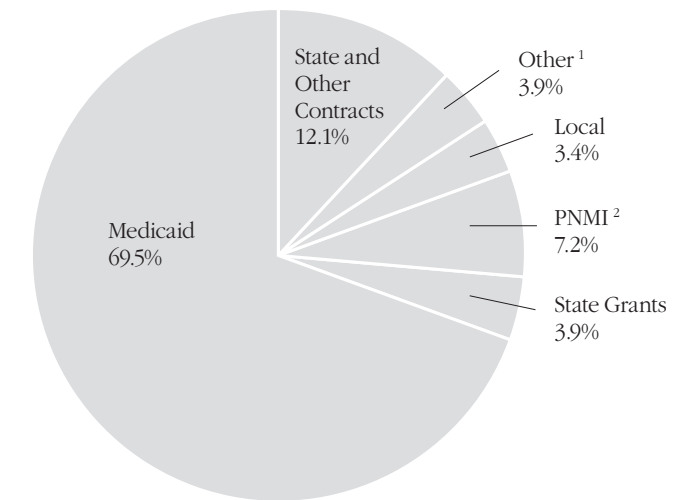
10 years
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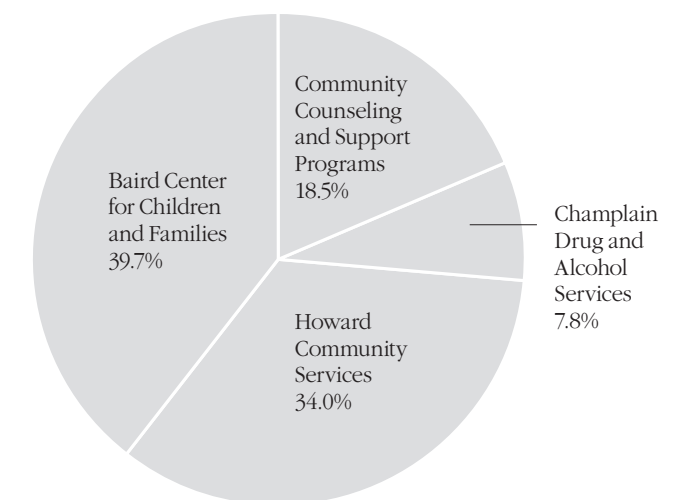
July 1, 2005 – June 30, 2006

REVENUE BY SOURCE Total Revenue: \$48,777,060



¹ Patient Fees 0.6%; Private Insurance 1.4%; Federal Grants 1.9%
² Private, Non-Medicaid Institution (a form of Medicaid)

REVENUE BY CATEGORY Total Revenue: \$48,456,895



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