

# HowardCenter

## Service Year At-A-Glance

July 1, 2005 – June 30, 2006

### Clients Served

<b>Mental Health &amp; Substance Abuse Services</b>		<b>Developmental Services</b>	
Adult Counseling Services	785	Shared Living Homes	134
Community Support Programs	753	Supported Residences	41
Crisis Services	1,276	Group Homes	17
ASSIST	239	In-Home Family Supports	135
ACT I	2,252	Shared Parenting	7
Bridge	416	General Respite	232
Alcohol Counseling and Therapy	1,797	Single-Service Vocational	6
Alcohol Education/Prevention Services	2,600	Out-of-State Placements	2
CRASH Program	970	Non-Funded	1
Chittenden Clinic	198		
<b>TOTAL</b>	<b>11,286</b>	<b>TOTAL</b>	<b>575</b>
<b>Child, Youth &amp; Family Services</b>			
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
Family & Community-Based	175	Centerpoint	383
JOBS	49	First Call for Children and Families	1,495
School Services	891	<b>TOTAL</b>	<b>4,454</b>

## **Demographics**

Agency clients are 57% male and 43% female. Ages served are 5 and under, 3.0%; 6 – 12, 12.0%; 13 – 17, 15.6%; 18 – 34, 34.4%; 35 – 64, 30.9%; and 65+, 4.1%. The non-white client population is approximately 7.6%. The majority of individuals served are low income. Communities with the highest number of individuals served are 1) Burlington, 2) Colchester, and 3) Essex Junction/Essex Town.

## **Program Outcome Summary**

### **Mental Health & Substance Abuse Services:**

Adult Outpatient Services – Client Satisfaction Survey results show that services provided helped over 97.4% of individuals improve the problems that brought them to treatment.

Outpatient Alcohol and Drug Counseling – 67.25% of clients completing at least five sessions showed improvement in their pattern and frequency of use.

Mobile Crisis Team – 76% of all crisis interventions took place in the community.

ASSIST – An average of 93% of all clients were discharged to a less restrictive level of care.

ACT I – 56% of incapacitated clients were kept at ACT I, avoiding incarceration at the Correctional Center.

Bridge – an average of 86% of opiate users were able to stay in the program until recommended discharge.

Community Support Programs – from the Client Satisfaction Survey, overall, 88% of consumers using one or more services found them to be helpful or somewhat helpful.

**Child, Youth & Family Services:**

Family & Community-Based Services – 100% of families surveyed reported an increase in stability of the home environment after six to twelve months of service.

First Call for Children and Families – 91% of outreaches took place within 30 minutes of the request.

Intensive Family-Based Services – 87% of children remained in the home at discharge. (Placement Prevention Services)

Children's Outpatient Counseling – 86% of active clients or their parents reported making progress toward treatment goals.

School Services – 71% of children or adolescents receiving services showed improvement in school behavior.

Baird School – 62% of students discharged were reintegrated into local educational settings.

**Developmental Services:**

Case Management – 96% of individuals surveyed felt satisfied with Developmental Services case management services.

Children and Families – 99% of children served through Intensive In-Home Supports remained living with their families.

Shared Living Homes – 134 individuals with developmental disabilities were supported in Shared Living Placements with individuals or families throughout the community.

Group Homes – There was a 91% stability rate for residents in our adult group homes.

Independent Living – 62 individuals with developmental disabilities were supported to live independently in the community.

Project Hire - 70 individuals were working one year or longer; 100% of employers responding to a survey were satisfied or very satisfied with Project Hire's services.

## **Progress Toward Long Range Agency Goals**

Achieved 3-year CARF accreditation for 26 of the agency's mental health and substance abuse programs.

Began work to achieve a unified agency identity.

Worked in partnership with Washington County Mental Health and Clara Martin Center to develop the state's first intensive residential alternative for individuals no longer requiring the medical services of the Vermont State Hospital.

Continued to strengthen the agency's commitment to its Multi-Cultural Competence Plan.

Continued advertising to encourage individuals with disabilities to apply for employment

## **For More Information**

For more detail or background on any item presented in this report, please contact Mary McKearin, Planning and Development Director at (802) 488-6910 or [marym@howardcenter.org](mailto:marym@howardcenter.org).