
2024 **IMPACT
REPORT**



**Community
Care Network**

Rutland Mental Health Services | Rutland Community Programs



Making a difference, changing lives

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Cover Photos:

Top Left: Project SEARCH Instructor Sam Brochu, center, with program participants at a community event in downtown Rutland.

Middle Left: CCN staff gathered at the 2024 Rutland City National Night Out event to share resource information and engage with community members.

Bottom Left: CCN Child & Family Services staff Elizabeth Tumavitch, Karen Grimm and Chelsea Beaudoin at Mill River Union High School's resource fair where the team provided information about programs and services offered by CCN.

Bottom: Students from CCN's Rutland County Head Start Program enjoy some outdoor fun at the RCHS Children's Discovery Center for Early Learning.



Letter to the Community

Dear Friends:

We are pleased to present the 2024 Annual Impact Report for Community Care Network and its two agencies, Rutland Mental Health Services and Rutland Community Programs.

Some key highlights from the year include:

- **New Programs and Services:** We launched new initiatives in response to community needs, such as Community Mobile Crisis Response, Primary Care Screenings with onsite blood draws, Medication-Assisted Treatment for Opioid Use Disorders, and the Early Head Start Infant-Toddler program to name a few.
- **Preparation for CCBHC Certification:** We were selected by the Vermont Department of Mental Health to become one of the state's first two Certified Community-Based Integrated Health Centers (CCBHC) in 2025. In late 2022, CCN-RMHS received a four-year grant from the U.S. Substance Abuse and Mental Health Services Administration to establish this comprehensive model with expanded services, and we have been building out the required core services of a CCBHC since.
- **AI Integration in Clinical Work:** We introduced Artificial Intelligence solutions to assist our clinical staff with documentation, resulting in significant time savings and improved quality of clinical notes.
- **Governor's Award for Wellness:** We earned the Vermont Department of Health's Gold Level Governor's Excellence in Worksite Wellness Award, recognizing our strong commitment to employee health and wellness.

While this report highlights the past year, upcoming changes in our system of care will have a significant impact on our work at Community Care Network. The transition to the CCBHC model will enhance mental health and substance use disorder services we provide to the community, improve access and care coordination, and enhance the quality of care. However, this transition also requires us to build more advanced systems and skills to support these changes.

Additionally, Vermont's upcoming overhaul of the Developmental Disabilities Services system will disrupt longstanding practices. Beginning in 2025, agencies across the state will no longer be allowed to assess needs and plan services- and then provide the services. Instead, a new Case Management Entity (or multiple entities) will oversee the assessment and service planning, while agencies like CCN-RMHS will focus on delivering services based on these plans. The redesigned system also introduces several changes, including a new payment structure, standardized fee schedules, utilization reviews, and possible financial penalties for failing to meet service targets. These changes will require major updates to staffing, billing, data systems, budgeting, and daily operations.

Despite these changes, our priority is to prepare CCN for future opportunities and challenges. This involves assessing and improving our information systems, administrative support, leadership structure, and skills. While the impact of these changes remains uncertain, we are dedicated to positioning Community Care Network for long-term success.

Within this report, you will find more about the outstanding work being done by our dedicated staff, who are committed to making our community a better place. I hope you enjoy reading about our work at Community Care Network.

Dick Courcelle
Chief Executive Officer

Message from the Board Chairs

Greetings,

As the Board Chairs for Rutland Mental Health Services (RMHS) and Rutland Community Programs (RCP), the two organizations that comprise Community Care Network (CCN), we'd like to take this opportunity to reflect on 2024 at CCN and extend our heartfelt thanks to all of our dedicated employees, community partners and the clients we are fortunate to serve throughout the Rutland region.

From a broad viewpoint, the past year at CCN brought continued growth and achievement for the organization, as well as the individuals we serve, and for that we are incredibly grateful. On a more detailed level, 2024 also saw significant innovation with regard to new or enhanced service delivery and programming across both RMHS and RCP, a testament to the commitment of our staff to continuous improvement and constantly seeking ways to strengthen services and improve client experiences and outcomes.

While new and different challenges seem to arise each and every year at CCN, the Boards of Directors for both RMHS and RCP continue to be impressed by, and proud of, the unwavering professionalism, creativity, determination and teamwork of our staff in their efforts to find sustainable solutions and maintain a high level of service for all those who seek our support. And, what's maybe most impressive, is despite everchanging obstacles and demands, CCN staff continue to deliver with a big heart, bright smile and the absolute highest level of care, something we are so thankful for.

We thank the community for its ongoing trust and confidence in our programs and services, and hope you enjoy learning more about some of the highlights from the past year at CCN through the pages of our 2024 Impact Report.

Mike McClallen
RMHS Board Chair

Jay Slenker
RCP Board Chair



Mike McClallen, RMHS Board Chair



Jay Slenker, RCP Board Chair

Our Team

Senior Leadership Team



Dick Courcelle, Chief Executive Officer



Jim DiCosimo, Chief Financial Officer



Lorraine Jenne, Chief Human Resources Officer



Laura Kass, Chief Client Services Officer



Dr. Judith Tietz, Medical Director

Boards of Directors 2024

RUTLAND COMMUNITY PROGRAMS

Jay Slenker, *Chair*
 Shane Protivansky, *Vice Chair*
 Tim O'Connor, CFP, *Secretary*
 Jim DiCosimo, *Treasurer*

Renee Bousquet
 Justine Ruhlin
 Erynn Hazlett
 Dick Courcelle

RUTLAND MENTAL HEALTH SERVICES

Michael McClallen, *Chair*
 Sara King, *Vice Chair*
 Rick Hildebrant, M.D., *Secretary*
 Jim DiCosimo, *Treasurer*
 Lillian Jackson
 Chris Keyser

Deborah Quirk
 Laird P. Covey
 Thelma Stoudt
 Deb Alexander
 Chrispin White
 Rachel Stark

A special thank you to

Rutland Mental Health Services' Adult, Child & Family, and Developmental Services Standing Committees. The individuals serving on these committees offer valuable perspective, helping us provide the best possible services in our communities.

We thank our staff for their years of service and dedication.

5 years OF SERVICE

Judy Raymond, *Administration*
 Miguel Guardado Avelar, *Behavioral Health*
 Michael Pierce, *Behavioral Health*
 Hailey Paschold, *Head Start: Early Care and Education*
 Kristie Johnson, *Administration*
 Connavar Hawke, *Administration*
 Jeffrey Durkee, *Behavioral Health*
 Christa Lundeen, *Developmental Services*
 Chelsea Beaudoin, *Behavioral Health*
 Kaitlynn Cook, *Administration*

10 years OF SERVICE

Barbara Corliss, *Behavioral Health*
 Lori Brown Stone, *Behavioral Health*
 Jessica Christian, *Head Start: Early Care and Education*
 Carolyn Sanborn, *Behavioral Health*
 Matt LaJoice, *Behavioral Health*
 John Colvin, *Head Start: Early Care and Education*
 Eshan E. LaCoste, *Behavioral Health*

15 years OF SERVICE

Tom Cox, *Behavioral Health*
 Jaime Martel, *Behavioral Health*

20 years OF SERVICE

Cynthia Hier, *Head Start: Early Care and Education*
 Jean Surrell, *Administration*

25 years OF SERVICE

Mark Quesnel, *Administration*
 Patricia Searles, *Behavioral Health*
 Michelle Poczobut, *Administration*
 Ron Aguiar, *Developmental Services*

30 years OF SERVICE

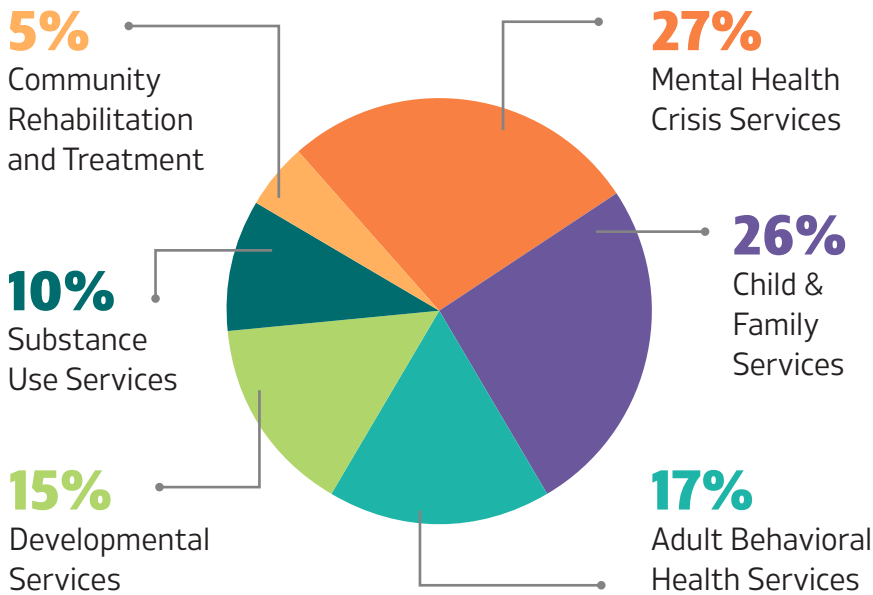
Diana Fouracre, *Administration*
 Deb Esslinger, *Administration*
 Tanya Hall, *Behavioral Health*

35 years OF SERVICE

Debbie Avison, *Behavioral Health*
 Claire Waterman, *Administration*
 Anna Pietryka, *Developmental Services*

2024 By The Numbers

Service results and client survey feedback for July 1, 2023 to June 30, 2024




3,714
INDIVIDUALS SERVED


96,988
HOURS OF DIRECT SERVICE PROVIDED TO CLIENTS



CCN Workforce

Total Full-time and Regular Part-time

254 Rutland Mental Health Services | 35 Rutland Community Programs

76.3%

of respondents reported that they received the services they needed.

88.6%

of respondents reported that CCN-RMHS staff treated them with respect.

75.4%

of respondents reported that the services they received made a difference.

RMHS Program Highlights

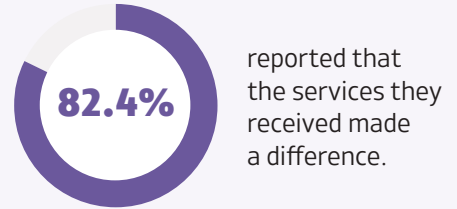
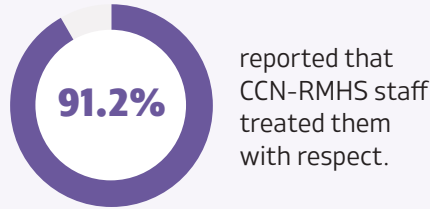
JULY 1, 2023-
JUNE 30, 2024

Adult Outpatient Services

529 
INDIVIDUALS SERVED

5,909 
DIRECT SERVICE HOURS

“ Everybody who works there was a very big help to me. They were all very kind. ”
– CCN client

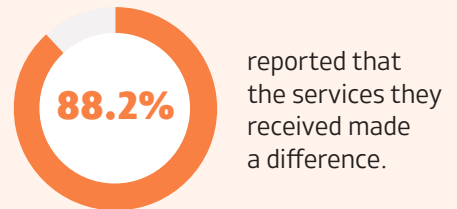


Community Rehabilitation & Treatment

234 
INDIVIDUALS SERVED

9,401 
DIRECT SERVICE HOURS

“ Everyone I’ve interacted with has been top notch, very caring and supportive! Thank you! ”
– CCN client

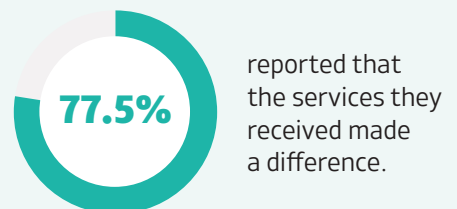
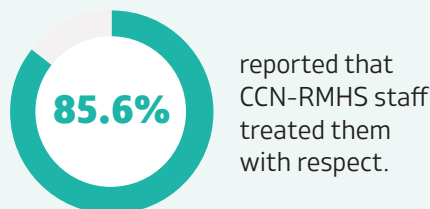
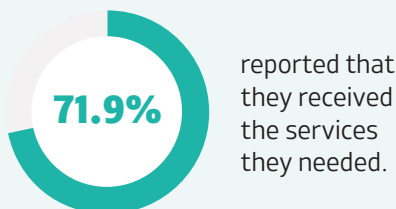


Developmental Services

481 
INDIVIDUALS SERVED

46,230 
DIRECT SERVICE HOURS

“ My case manager is an amazing person. She goes out of her way to help me. I’m grateful for the people on my team that make shared living a possibility for me and change my life for the better. ”
– CCN client



Child and Family Services

903 

INDIVIDUALS SERVED

15,772 

DIRECT SERVICE HOURS

“ CCN-RMHS staffers are incredible providers and are professional and caring in their delivery of services. They are valuable to my son’s treatment, and I appreciate their commitment and support to my son and me. ”

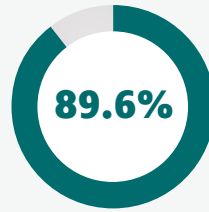
– Parent of CCN client

“ Staff are phenomenal - very caring and helpful to my son and I. His treatment team was responsive, available, and made a difference in a time of great need. I am grateful to have such skilled, caring and talented mental healthcare professionals in our community. Thank you for your service! ”

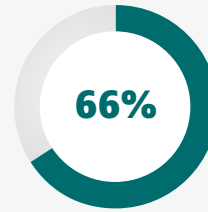
– Parent of CCN client



reported that they received the services they needed.



reported that CCN-RMHS staff treated them with respect.



reported that the services they received made a difference.

Crisis / Emergency Services

1,259 

INDIVIDUALS SERVED

4,090 

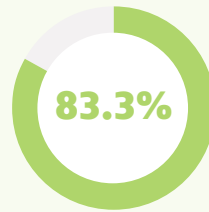
DIRECT SERVICE HOURS

“ The staff have been more than respectful to my son and myself. They fulfilled their duties with such care! Thank you! ”

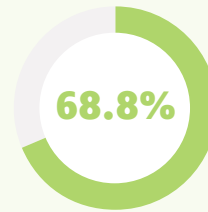
– CCN client



reported that they received the services they needed.



reported that CCN-RMHS staff treated them with respect.



reported that the services they received made a difference.

Substance Use Treatment & Recovery Services

308 

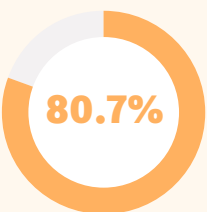
INDIVIDUALS SERVED

8,781 

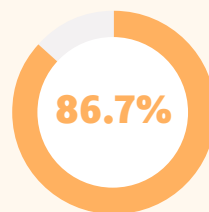
DIRECT SERVICE HOURS

“ I was full of anxiety when I came here for the first time, but I was greeted with kindness and respect by all staff. I am very grateful to be given this chance for recovery and say thank you to all that help people like me. ”

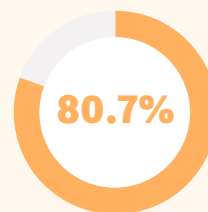
– CCN client



reported that they received the services they needed.



reported that CCN-RMHS staff treated them with respect.



reported that the services they received made a difference.

Rutland Community Programs Highlights

Senior and Volunteer Programs

JULY 1, 2023-MARCH 31, 2024

HOURS OF SERVICE PROVIDED



65,103

by **477** AmeriCorps Seniors Volunteers (age 55 and over).

953

by **27** Volunteer Center Volunteers (under age 55).

BONE BUILDERS EXERCISE CLASSES:

- **758** participants at **44** different sites throughout Rutland and Addison counties.
- **224** Volunteer instructors who contributed **31,846** hours of service.

ONE-2-ONE TRANSPORTATION PROGRAM:

- **2,042** rides provided to **123** clients by **15** volunteers totaling **70,565** miles of transportation assistance.

AARP TAX-AIDE PROGRAM:

- **1,173** tax returns filed for clients by **24** volunteers across Rutland and Addison counties.

RSVP OPERATION DOLLS PROGRAM:

- **72** volunteers contributed **15,188** hours of service.
- **Holiday Program:** Volunteers served over **1,300** Rutland County youths through **31** agencies, providing over **11,200** items.
- **Crisis Program:** Volunteers served over **460** Rutland County youths and adults through four agencies, providing over **700** items.

POSTCARD INITIATIVE:

- **1,150** cheerful postcards made by **30** volunteers and sent to homebound seniors and veterans throughout Rutland and Addison counties.

Rutland County Head Start Program

2023-2024 SCHOOL YEAR



CHILDREN SERVED ages birth to 5

86



Head Start: 56 children served

Early Head Start: 30 children served

Launch of Early Head Start program on January 1, 2024. Early Head Start program has seen **100%** enrollment since program inception.

97% Head Start enrollment

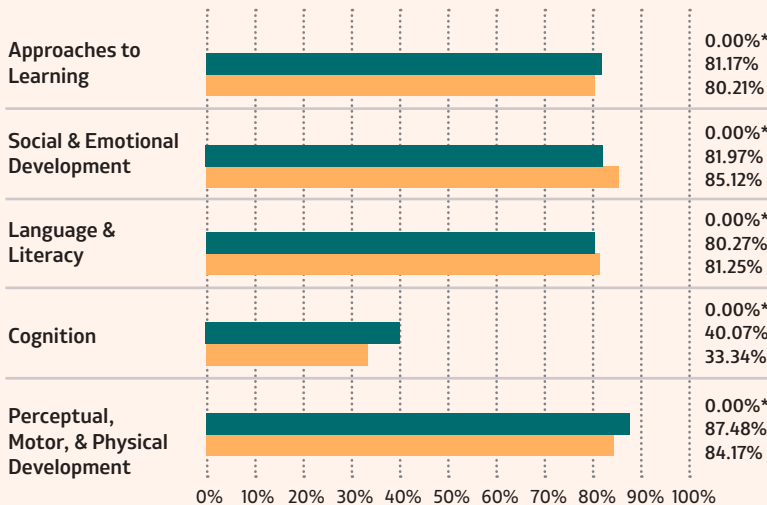
100% staffing

100% of children received growth, hearing, vision and developmental screenings

100% of infants and toddlers were up to date on their primary health care

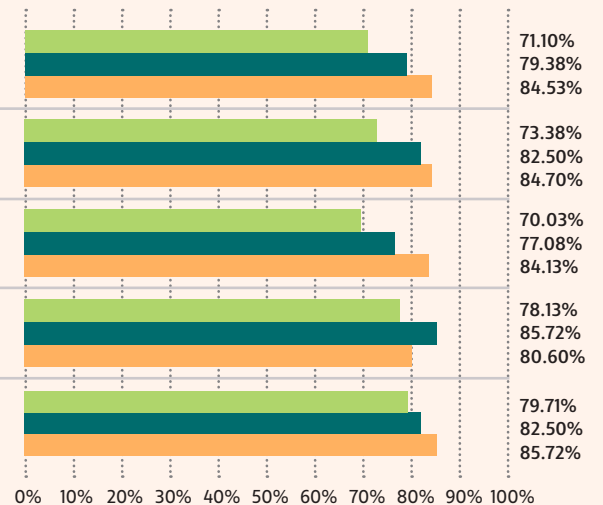
On average, over **2,600** nutritious breakfast, snack and lunch meals per month provided to students

EARLY HEAD START PROGRESS ON SCHOOL READINESS GOALS



Mean Percentage of Early Head Start Children Meeting RCHS School Readiness Goals

HEAD START PROGRESS ON SCHOOL READINESS GOALS



Mean Percentage of Head Start Children Meeting RCHS School Readiness Goals

FALL 2023 WINTER 2024 SPRING 2024

*Early Head Start Program launched January 1, 2024

2025-2027 Strategic Plan: A Vision for Success

In 2025, Vermont will see major changes in its mental health and developmental disabilities systems of care models. This transformation includes the adoption of the Certified Community-Based Integrated Health Center (CCBHC) model for mental health and substance use services, as well as the implementation of Conflict-Free Case Management for Developmental Disabilities Services. Each model represents a significant shift in what services are delivered. As the 2022-2024 strategic plan for CCN-Rutland Mental Health Services approached its conclusion, a new direction was essential to adapt to these changes and prepare for other potential developments. That led to the development of a new three-year strategic plan.

“Strategic planning at CCN is not a one and done,” said Dick Courcelle, Chief Executive Officer. “The process takes months and involves many people at different levels in the organization, including our Board of Directors,” said Courcelle. “We examine what is happening inside and outside our agency. What are the major trends in our industry we should know about? What advancements are being made in care practices? What should we get out in front of? What challenges are we likely to face, knowing what we know currently? We ask ourselves a lot of questions.”

Courcelle said that a well-crafted strategic plan provides a roadmap to achieve goals and acts as a compass, ensuring CCN-RMHS remains focused, aligned, and adaptable in achieving its vision. “Time and again we successfully execute our plans because they are comprehensive and inclusive of many perspectives, and well-researched. We commit to change in a thoughtful, deliberate way, and deliver on it.”

The 2025-2027 strategic plan includes four major goals accompanied by a total of nine strategies. Each strategy will have an annual work plan that is closely monitored for progress. “I think the next few years will be the most impactful and challenging in decades for this agency,” said Courcelle. “But I am confident that this new strategic direction is sound and will take us where we should be for our employees and the communities we serve.”



2025-2027 Major Goals and Strategies

INNOVATE AND OPTIMIZE APPROACHES TO THRIVE IN EVOLVING BUSINESS MODELS

- Planfully adopt clinical, operational and financial practices and systems to thrive in new models.
- Proactively ensure the workforce is structured for success under new and evolving business models.
- Effectively communicate with, prepare and involve employees relative to changes.

DELIVER SERVICES WELL DESPITE WORKFORCE CHALLENGES AND TRANSITIONS

- Engage employees in innovation to explore and adopt new modes of service delivery.
- Develop informed approaches to recruit and retain the best employees, with consideration for innovative staffing approaches and capitalizing on our key differentiators.
- Make the best use of individual skills, talents and credentials to deliver quality client care.

TURN DATA INTO DEMONSTRATED OUTCOMES

- Implement a robust quality improvement framework that leverages data to improve processes, care delivery and outcomes.
- Enhance our ability to interpret data and act on it in a timely manner.

PREPARE FOR NEW BUSINESS OPPORTUNITIES

- Determine which areas of expertise to leverage and scale to be of value and interest to other agencies in the future (e.g. shared services).

Child & Family Services

Expanded Youth & Teen Programming



In an effort to address mental health and social struggles among local youth, RMHS has expanded its Youth and Teen programming in the Rutland area. At the center of the initiative is the opening of the newly renovated Revamp Room, a dedicated space at the agency's North Main Street campus, designed to be a hub for youth related special events, activities and workshops. The space is equipped with comfortable couches, TV's, gaming options, ping-pong and foosball tables, and an area designed for their therapeutic groups.

The new space, and its purpose, was inspired by the troubling results of the 2021 Youth Risk Behavior Survey, which revealed that 57% of high school students in Rutland County don't believe they matter to adults in our community—a figure even higher for females and LGBTQ+ youth, at 63% and 69% respectively.

"The data was shocking," says Doug Norford, LICSW, Director of Child and Family Services. "It really set off alarms for us, particularly for Jess Flaherty, who runs our JOBS program which is designed to help youth transition into adulthood. Together, we decided we needed to do something."

The space came together last May, in time to offer 16 different events celebrating Youth Appreciation Month. Special events included a writer's workshop, a vinyl listening party, movie nights and more, in addition to the regular group programming. An affinity group called Queer Questing was also started in partnership with our Vermont Outdoor Adventure Program, which offers youth in the LGBTQ+ community opportunities for outdoor adventure and shared experiences.

Since May, the initiative has gained some traction, with about 4-5 attendees per event on average. Currently, the space hosts some kind

of event every Thursday that is open to the public. Norford says even though the numbers aren't massive, the impact has been meaningful, with participants often bringing their friends along. "It's a safe space for youth in our community to engage, socialize and feel valued."

A critical part of the expanded programming is the widened scope of Choices for Youth, the agency's main therapeutic group for youth and teens. Originally created to address substance use issues, Choices now provides broader support, helping youth with emotional regulation, relationship challenges and even suicidal ideations. "Basically, any youth can find a place there, as they start making their own decisions – and are trying to make the decisions that are right for them" says Norford. The Choices for Youth program is also informed by consultations from the Vermont Youth Treatment Enhancement Program, which serves to elevate both the quality and impact of the program.

The expanded programming aims to empower teens by offering them agency in planning events and a supportive community. It also helps address an important gap for youth who may feel isolated or underserved. "We hope that these programs can keep growing and become a lasting resource that truly resonates with the youth in our community."

“ BASICALLY, ANY YOUTH CAN FIND A PLACE THERE, AS THEY START MAKING THEIR OWN DECISIONS – AND ARE TRYING TO MAKE THE DECISIONS THAT ARE RIGHT FOR THEM. ”

– Doug Norford, LICSW, Director of Child and Family Services



Child & Family Services staff from left to right: Jess Flaherty, Levi Haviland, Doug Norford, Jeffrey Durkee and Ruth Reich.

Medication-Assisted Treatment.

Addressing Substance Use and Mental Health in Rutland County

As part of its broader initiative to become a Certified Community-Based Integrated Health Center (CCBHC), Rutland Mental Health Services has begun offering Medication-Assisted Treatment (MAT) for individuals struggling with substance use in Rutland County.

The new MAT Program, led by Psychiatric Nurse Practitioner and Assistant Medical Director Hillary Gray, provides essential services aimed at reducing opioid and alcohol dependency and helping clients rebuild their lives.

MAT is an evidence-based approach using medications such as Suboxone, Vivitrol, and Naltrexone, which reduce cravings and help prevent relapse. Gray emphasizes that these medications are most effective when paired with counseling and support groups. The MAT program also addresses co-occurring mental health issues such as depression, anxiety, and sleep disorders, integrating primary care screenings to assess clients' physical health needs and connect them with necessary healthcare resources.

Gray says the need for these services in Rutland County is high, underscored by the ongoing crisis of opioid overdoses. "The hardest part is walking in the door. Once the client is here we can offer wrap-around services, including MAT, therapy, case management, peer support and education. The goal is to help our community in reducing the number of opioid related overdoses and deaths."



Substance Use Treatment & Recovery staff Hillary Gray and Nichole Campton.

The program operates from the 98 Allen Street location, with plans to expand to Court Square by next summer. Gray currently serves around 20-25 active MAT clients out of an overall client base of 65-70.

With a compassionate approach and comprehensive resources, the MAT program is making a meaningful difference, offering not only medical support but also pathways to personal recovery and stability.



"I'm new to CCN-RMHS but so far have been incredibly pleased and satisfied with the staff. I've been treated with kindness and respect, and never felt judged by anyone. Staff make me feel seen and are very supportive. I feel safe and at ease during group sessions, and look forward to coming every week."

- SUBSTANCE USE TREATMENT & RECOVERY SERVICES CLIENT

"I'm very grateful for this program and the counselors here. I've been sober and clean for 19 months and I am learning how to grow, heal and mature more every day, and I am very thankful for everyone at CCN-RMHS."

- SUBSTANCE USE TREATMENT & RECOVERY SERVICES CLIENT

Project SEARCH

Preparing Young Adults with Developmental Disabilities for a Meaningful Future

Now in its 10th year of operation in collaboration with Rutland Regional Medical Center, Project SEARCH offers a valuable and empowering internship experience for young adults with developmental disabilities. Designed for high school seniors and young adults, the hybrid program combines classroom instruction, career exploration and worksite-based training and support to help participants transition into the workforce with skills, confidence and independence.

The immersive program spans the school year, mirroring the local school calendar, and culminates in a June graduation ceremony. Each intern completes three rotations of 10-11 weeks, filling a variety of roles and performing tasks in order to explore career interests and skill sets. Participants work in departments such as Distribution, Food and Nutrition Services, Volunteer Services and Medical Records as well as a number of patient areas.

“Most of these interns have never held a job before, so it’s rewarding to watch them discover what they’re passionate about and gain confidence,” says Paulette Barnard, Project SEARCH Supervisor/Coordinator. “Moving them through the different departments is important because we want them to build up a variety of skills and experience different types of work environments.”

Daily classroom sessions cover practical topics like financial literacy, workplace hygiene and social skills. A licensed special educator guides these lessons, helping interns prepare for real-world employment. Between rotations, interns gain additional employment-related

coaching to help build resumes, explore local businesses, learn about public transportation and practice for job interviews.

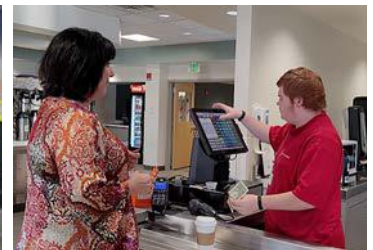
Barnard says graduates often find employment before or soon after completing the program and, in fact, all six participants in 2024’s graduating class secured employment by graduation day. For those who don’t have employment lined up by graduation, follow-along services provide support and assistance through Rutland Mental Health Services.

Project SEARCH, founded in 1996 at Cincinnati Children’s Hospital, now spans 755 sites across 10 countries. No matter the location, the overarching goal remains the same – to equip individuals with the tools they need to thrive in the workforce.

“It’s a pretty cool program,” says Barnard. “The hospital enjoys having us here, being part of their team. Different departments are always excited to have an intern come onboard. We all find working with these interns very rewarding and it brings a real purpose to the everyday. It’s very special.”

The impact of Project SEARCH extends far beyond employment. It fosters independence, builds confidence, and enhances the quality of life for participants and their families.

“The growth that you see is dramatic,” says Barnard. “Watching them come out of the program with so much more confidence and pride – it’s impressive every year. It’s very rewarding.”





Senior & Volunteer Programs

RSVP Bone Builders Celebrates 25 Years

RSVP Bone Builders is a free, volunteer-led exercise program designed to prevent osteoporosis and improve the overall health and independence of older adults. Established 25 years ago with a grant from the Bowse Trust, this program began as a small pilot project with just 2 classes in Rutland and Addison Counties. Today the program offers nearly 60 classes at 45 sites, serving over 750 participants annually.

Patricia Facey has been Bone Builders' Program Coordinator for twenty years, and worked for RSVP when the program started. She recalls its grassroots beginnings. "We were really the pioneers of this model here in Vermont, offering it with the unique method of using volunteer instructors and providing it free of charge."

The classes quickly gained popularity and grew in number every year, utilizing the volunteer-driven model that the program continues to use. Volunteer instructors are trained and certified by a master trainer, and

lead classes in a variety of donated community spaces, from church basements to school libraries to senior centers. Grants are written to purchase weights, allowing classes to remain free of charge.

The program's primary goal is to prevent osteoporosis, but it provides a range of additional physical benefits, including improved flexibility, balance, and muscle strength. Many participants report enhanced mobility, allowing them to engage in daily tasks, like lifting bags of groceries or gardening, with greater ease.

Beyond the physical health benefits, perhaps the biggest driving force behind the program's success is its social component. "People talk about how much they look forward to these classes, not just for the physical benefits, but for the friendship and camaraderie," says Facey. Bone Builders has become a lifeline for social connectivity, especially among retirees who may face isolation. Many classes have even inspired offshoot social groups, like walking groups or book clubs.

"Social isolation is a huge issue in our state, because it's so rural," says Maryesa White, Director of the Retired Senior Volunteer Program. "To be able to get more individuals out into their community to join in on a free exercise class, it makes a huge difference."

Bone Builders' success has attracted attention beyond Vermont. Facey and White regularly receive inquiries from other states hoping to replicate the program's model. Their dedication, along with their team of volunteer instructors, keeps Bone Builders flourishing, allowing it to expand even further and reach new participants each year.

Facey believes that for those seeking both physical fitness and community connection, Bone Builders offers an inspiring model. "It's really a win-win. People benefit physically and have a good time doing it."

“ PEOPLE TALK ABOUT HOW MUCH THEY LOOK FORWARD TO THESE CLASSES, NOT JUST FOR THE PHYSICAL BENEFITS, BUT FOR THE FRIENDSHIP AND CAMARADERIE. ”



- Patricia Facey (right), Bone Builders Program Coordinator, pictured with Maryesa White, RSVP Director

Rutland County Head Start Launches Infant/Toddler Program

Last January saw the successful launch of Rutland County’s first Early Head Start Program, and its hallmark of high-quality holistic care for infants and toddlers.

The new Five Star Program, which operates within Rutland County Head Start’s Meadow Street and Discovery Center facilities, immediately filled all of its 27 openings for children ages birth to 3, and remains one-hundred percent enrolled. The traditional Head Start program, which has served Rutland County for over 30 years, offers an additional 45 preschool openings for children ages 3 to 5.

Seed money from The Bowse Health Trust and Let’s Grow Kids paid for improved classroom environments, including cribs and rest areas, indoor and outdoor play areas and spaces for parents to engage with teachers and family advocates. The classrooms have been designed with development-appropriate materials and lighting, led by Education Manager Missy Burke. Each of the three classrooms maintains a high 3:8 teacher-child ratio.

Donna Barrow is the Director of Rutland County Head Start, and has had the Early Head Start expansion in her sights since taking the helm in 2022.

“Rutland County Head Start has long recognized the growing need for quality infant and toddler care in Rutland County, and we are so excited to be able to now offer this essential program to families in our region. And it’s been going really well. The community loves it, the parents love it; it’s been a huge win for us.”

Early Head Start utilizes the top-rated Creative Curriculum, a research-based primary education model designed to support the holistic development of children. Partnerships with Rutland Mental Health Services and Lauren Norford’s Early Childhood team provided teacher training to meet highly specialized infant and toddler care requirements, and continues to provide mental health support, which is also extended to parents.

Family Service Manager Kristen Nugent leads parenting groups and classes, and EHS parents participate in the policy council. Collaborations with other local services like WIC and DCF aid in family support and early intervention.

Barrow says health and nutrition are a central focus of the program. “Because everything about babies is health – everything. There are so many rules around nutrition. You might have seven different formulas in one room. So teachers and staff have to be experts on all of that.”

The EHS program has a waitlist, but Barrow says that should not be a deterrent for parents. “We do encourage people to get on the waitlist because things do change for families and space does open up.”

She adds, “These classrooms, these programs are so calming and beautiful. When you come in, the quality is apparent – it really does stand out. It’s been very successful.”

More information is available at rutlandcountyheadstart.org.



Developmental Services A Changing Landscape

Two major initiatives currently in progress within Developmental Services represent the biggest changes to the system in decades. Payment Reform and Conflict of Interest (COI) Free Case Management are in their final phases of implementation at the agency. Both are required as part of broader, federal-level reform goals; and both have been structured with an emphasis on efficiency, equity and improved quality of services.

With the new Payment Reform model, the biggest change is in the way Home and Community Based Services (HCBS) are accounted for.

“It’s a much more data-driven system,” says Mary-Graham McDowell, Director of Developmental Services. “It is still going to be an HCBS Medicaid Waiver system, and it’s still going to be a menu of services. But it functions more like a fee-for-service model.”

McDowell says under the new model there will be six funded levels, with a menu of services within each level, providing a greater level of flexibility. Reconciliation occurs only once per year instead of monthly.

“Our productivity data is closely tracked by the Department of Disabilities, Aging, and Independent Living, and there is incentive to complete more than eighty percent of funded services. This new system is designed to meet that need, and really be a more transparent and effective payment model.”

The new payment model takes effect with the new fiscal year, beginning July 2025.

The larger change affecting Developmental Services is the mandatory statewide move toward COI Free Case Management. Federal laws now require case management functions be independent from direct service delivery. This systemic change was made to better protect participants’ rights, ensure equity and fairness, and improve quality.

“This is very good news for people receiving services,” says McDowell. “A person who wants or needs supports in Developmental Services



“ A PERSON WHO WANTS OR NEEDS SUPPORTS IN DEVELOPMENTAL SERVICES SHOULD HAVE TRUE CHOICE, AND HAVE THEIR NEEDS OBJECTIVELY CONSIDERED. ”

- Mary-Graham McDowell, Director of Developmental Services

should have true choice, and have their needs objectively considered. They should be able to shop for supports easily, without worry, for example, that the same person who is evaluating their need is also determining how much funding they should get.”

The State is in the process of hiring one or more Vermont-based contractors to provide statewide case management services. The new entities will assume responsibility for needs assessments, eligibility, funding proposals, monitoring services and connecting people with resources.

“At that point our agency will be strictly focused on quality direct support service delivery, which is very exciting,” says McDowell.

With the transition slated to begin in May, McDowell anticipates some growing pains. “Change is inherently stressful, and this is a big change for people. But ultimately, it’s the right thing to do, because people should have choice.”



Open Access Model

Connecting Individuals to Care When They Need it Most

Timely access to behavioral health care is a critical and often unmet need for people facing mental health and substance use disorder (SUD) challenges. Long waits for an appointment often serve as a barrier for those seeking help for the first time. For individuals with SUDs, there is typically a very short window of opportunity when that person is ready and willing to engage in care. Timing is everything.

In early 2023, RMHS transitioned to an Open Access model, an approach to mental healthcare designed to improve and hasten accessibility for individuals seeking services. The new model offers same-day or walk-in appointments, reducing the need for long waits that can discourage individuals from following through on their decision to seek help. The model aims to address the critical moment when individuals are ready to receive care, allowing them immediate access rather than being delayed by scheduling hurdles.

Laura Kass is CCN's Chief Client Services Officer. She says the essence of this model is to make sure that individuals are not lost in the process.

"It's really hard for people to make that first phone call. And evidence shows that the longer people have to wait, the more likely it is they won't come. If we don't jump on that moment, then we'll lose them. So we decided to adopt this approach, and it's made a very big difference for people who finally have the courage to make the call."

Kass says the new model has drastically reduced the average wait time for assessments, from over two weeks to just two days.

AVERAGE DAYS TO ASSESSMENT APPOINTMENT FOR ADULT PROGRAMS



Adult Services Clinicians and Open Access Team members, left to right: Jess Daniels, Kate Yakunovich, Steve Stratton, Denise Stockwell and Lori Stone.

Hillary Ward, LICSW, is Director of Adult Services and was, along with Kass, a big proponent of adopting the Open Access model. She says the transition required a significant mindset shift among the staff.

"When you have an appointment coming in, you can read the records, you can prepare yourself. With Open Access, you have no idea who is walking in that door. For some staff, that's exciting; for others, that's kind of scary and intimidating. This unpredictability required staff to adapt to a new kind of readiness, knowing they might have a full day or no clients at all."

"The staff were amazing," says Kass, acknowledging the challenges adopting this new approach presented. "They are so open to positive change. They got into this business to help people, and they realized that this model is a more effective way to do that."

Ward adds the approach not only supports immediate access but also reduces no-show rates, allowing clinicians to focus on those actively seeking care rather than repeatedly scheduling missed appointments.

Open Access has proven to be a transformative step toward RMHS mission of putting clients' needs first. Despite the logistical challenges and adjustments required of staff, the model offers a lifeline to individuals, reinforcing the value of responding to people's needs when they are most motivated to seek help.

"I am so blessed to have my CCN-RMHS clinician in my life. I have gone through some extremely challenging times this past year and I'm not sure how I would have managed without his counseling. He's made himself available any time of day, night or weekend and has helped steer me through some pretty rough waters. His help has been invaluable to me."

- ADULT MENTAL HEALTH SERVICES CLIENT

Street Outreach Initiative

Reaching Rutland's Unsheltered Population

86 
INDIVIDUALS
SERVED
since January 1,
2024

The Street Outreach Initiative is a powerful new program dedicated to supporting Rutland County's homeless population. Launched in November of 2023 in partnership with the Rutland Free Clinic, Turning Point, and the Community Resource Team of the Rutland Police Department, this initiative focuses on building trust with unhoused individuals and connecting them to vital services as well as meeting basic and immediate needs.

Case managers Angela French and Bailey Wright have been central to this effort, fostering trust and rapport within the unsheltered community. Their approach involves meeting individuals where they are—whether on the street, in encampments or at community meal sites – and connecting them with resources such as warm socks, a shower, or a listening ear, guiding them to further support if and when they're ready.

"It's been a fabulous addition to our program," shares Hillary Ward, Director of Adult Services. "Angela and Bailey can engage anybody – that is a huge strength that they share. They instantly make people feel comfortable and feel heard. It's a true skill."

Chief Client Services Officer Laura Kass says the program's impact is already apparent – since its inception, the team has reached over 60 individuals and made close to 200 contact points.

"Angela and Bailey have done amazing work. They have been able to engage with folks who have been living unhoused for years and years – people who the police thought would never engage in getting housed." She says that some of these individuals have found pathways to stable housing, substance use treatment and mental health supports.

As the program grows, the team is looking to expand access to include evening and weekend hours. Through persistent and compassionate engagement, the Street Outreach Initiative is making a difference, one relationship at a time.



Case Managers Bailey Wright and Angela French.



"Just a relay of thanks to the staff and whole network. The service you have provided for me has been a very good experience. I would like to extend all of my appreciation and give you lots of love and a tip of the hat to all of you."

- ADULT MENTAL HEALTH SERVICES CLIENT

Enhanced Mobile Crisis Program

Responding to People Where They Are


225
TWO-PERSON MOBILE
RESPONSES IN
THE COMMUNITY
since January 1,
2024



Emergency Services staff, left to right: Kimberly King, Loree Zeif, Mariah Ertel and Stephanie Munoz Wells.

In January 2024, Rutland Mental Health Services launched an enhanced Mobile Crisis Program in response to the rising need for compassionate crisis intervention. This state-mandated initiative offers rapid, tailored crisis support directly in the community, aiming to reduce interactions with law enforcement and alleviate unnecessary visits to the hospital’s Emergency Department.

The enhanced program provides critical intervention, sending two-person teams into the field to de-escalate crises, meet people where they are at, and connect them with appropriate resources.

“We’ve always offered Mobile Crisis here in Rutland,” says Loree Zeif, Director of Emergency Services. “But we haven’t always done it in two-person teams – that’s new. It could be two clinicians, it could be a clinician and a case manager, and it could be a clinician and a Peer. The State is also funding us differently, with higher compensation for our responses. These are all good things.”

An important change to the program is the increased involvement of Peer Support Specialists—individuals with lived experience of mental

health and substance use issues. Peers help clients feel understood and supported by someone who can genuinely empathize with their struggles. “Having a Peer that can say to a client, ‘I’ve been there, I know this feels hopeless, but trust me, it can get better,’ adds a humanistic element that clinicians typically don’t provide. It’s a powerful tool in helping individuals in crisis.”

Zeif says the biggest benefit of the Mobile Crisis Program is keeping people out of the Emergency Department, while at the same time connecting individuals with support systems within the community. “Most mental health crises don’t need a medical setting, so being able to assess and de-escalate situations in the community provides a more appropriate response while preserving emergency resources for true medical emergencies.”

The enhanced Mobile Crisis Program also plays a significant role in reducing the strain on local police and school resources. The team frequently works with law enforcement and school staff, offering an alternative to calling 911 or taking students directly to the ED. Schools increasingly rely on these crisis services, benefiting from the specialized support that the program provides. A proactive plan led by a dedicated clinician focuses on educating schools in Rutland County about crisis intervention, helping school personnel understand when to call on the Mobile Crisis Team instead of sending students to the ED. This approach is particularly crucial for young children, who might otherwise face a traumatic experience in an adult-oriented emergency environment.

Zeif says Rutland is exceeding State expectations in crisis response metrics, reflecting the effectiveness and dedication of its Mobile Crisis team. “It’s a resource savings across the board,” she says. “By diverting people from the ED, police involvement, and other services, we’re helping to change the culture around mental health crises in a way that benefits everyone.”

“The Crisis HotLine helps me a great deal, and the staff I have dealt with are great also. Hands held high for Rutland Mental Health Services. You have taught me, and are still teaching me, so much. Thanks from the bottom of my heart.”

- ADULT SERVICES CLIENT

“Thank you for everything. You all made a huge difference for me.”

- ADULT SERVICES CLIENT

Eleos and AI: Transforming the Documentation Process



Digital Health Team members Jit Singh and Scott Louiselle.

During the past six months, CCN's Digital Health Team took a huge leap forward in clinical efficiency with the rollout of Eleos, an AI-powered platform that is transforming the way clinicians and case managers handle documentation. Available in both audio and non-audio versions, Eleos simplifies the note-taking process, saving staff considerable time and stress.

Since July, over 75 Behavioral Health staff members have begun using Eleos, producing extraordinary results—a 50% reduction in writing time, and 40% reduction in time spent completing and submitting progress notes. In October the team reached an important milestone when it rolled out the mobile version, Outreach, designed for use in the field.

Scott Louiselle is the Process Improvement Manager, representing the clinical side of the implementation team. He says the mobile component was a key selling point of Eleos. "We are a community-based organization. Our goal was always to provide clinicians with a

tool that allows them to document meaningfully within minutes, even between appointments. Outreach has delivered on that promise, making a real difference for our team."

Director of IT Jit Singh says the benefits extend beyond productivity, to strengthened content. "The quality of the notes has notably increased. Clinicians find that Eleos captures content more precisely, which enhances the clinical value of our documentation."

The Digital Health Team's dedication and close collaboration with the Eleos product team has positioned Community Care Network at the forefront of healthcare innovation. "In terms of the newest technology, we'll know about it first," says Louiselle. "I'm excited to see what happens next."

As they continue to refine and expand AI capabilities, the team's work is a powerful example of technology's potential to improve workflows, reduce staff burden, and enhance the quality of care provided to the community. This year's success reflects not only technological progress but also a commitment to meaningful, clinician-centered innovation.

CCBHC Update: RMHS Selected for Certification



CCBHC Project Director Cindy Taylor-Patch

Rutland Mental Health Services has been chosen by the Vermont Department of Mental Health to become one of the first Certified Community-Based Integrated Health Centers (CCBHC) in the State, with full certification expected by July 1, 2025. With this important certification, RMHS gains access to a new funding model, supporting efforts to integrate mental health, substance use treatment, and primary care services, and to add new services like rapid access to medication for opioid use disorder and peer support.

Cindy Taylor-Patch is the CCBHC Project Director. "This is very exciting news – we were extremely fortunate to be chosen. What this means for us is that former regulations we've always operated under are changing and being updated. It's a big transformation, both at the State level and for us locally."

A key focus of RMHS's CCBHC initiative is to integrate services beyond traditional mental health and substance use treatment. The organization plans to conduct broader health screenings and offer referrals and education for chronic health conditions, and

is introducing care coordinators to ensure individuals served are consistently supported in engaging with necessary follow-up and primary care services.

"Statistics tell us that the population that we serve has a lower life expectancy than the general population," says Taylor-Patch. "That's very much related to health care access, follow-up and education. This approach aims to address that, and really focus on whole-person care."

In an effort to streamline entry into services, RMHS is implementing rapid access policies to shorten wait times and accelerate intake processes. Additionally, the agency is building a Peer Support Team of individuals with lived experience, a required and valued component for CCBHCs.

"There is a concerted effort to get people into care as quickly as possible," says Taylor-Patch. "We are looking for any opportunities within the system that support that effort."

Facilities Improvements

CSID Facility Upgrade and Reopening

This year saw an extensive renovation of the facility that houses the Crisis Stabilization and Inpatient Diversion (CSID), located adjacent to the Maplewood Recovery Residence. The facility closed during the COVID-19 pandemic and was in need of a complete overhaul.

Led by Director of Facilities, Safety and Security, Randy Crossman, the project began in February with available ARPA funds, and required immediate action and an accelerated timeline due to a July 1 deadline for completion.

Key renovations included the installation of two ADA-compliant, anti-ligature bathrooms with showers, which absorbed much of the funding due to their complex and costly designs. The entire building received new windows, blinds, exterior and interior doors, fresh paint, and restored vinyl flooring.

Critical infrastructure upgrades involved modernizing the sprinkler and alarm systems, expanding the internal IT network, and installing a new camera monitoring system. Additionally, a new laundry room was created on the upper floor, eliminating the need for basement access, and a fifth bedroom was added to accommodate more residents. The staff bathroom was also upgraded, and new LED lighting installed throughout, enhancing energy efficiency through a partnership with Efficiency Vermont.

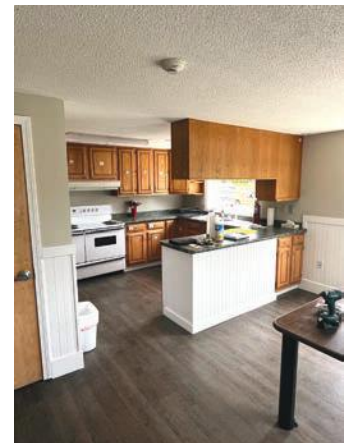
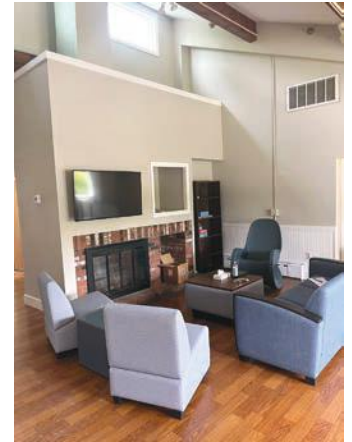
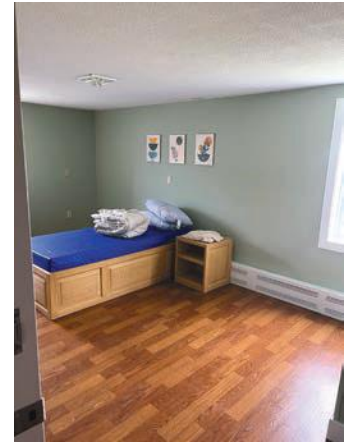
Exterior enhancements, such as new vinyl siding, roof repairs, and refreshed landscaping, completed the project. The renovated CSID facility reopened in mid-July, enabling the program to resume operating at full capacity.

Additionally, two new ADA-compliant bathrooms were installed at Maplewood, significantly enhancing functionality across both facilities.

“ CCN'S FACILITIES TEAM HAS BEEN HARD AT WORK COMPLETING A RANGE OF IMPROVEMENT PROJECTS ACROSS OUR VARIOUS BUILDINGS ALL AIMED AT BETTER SUPPORTING SERVICE DELIVERY AND HELPING TO IMPROVE THE OVERALL CLIENT EXPERIENCE. ”



- Randy Crossman,
Director of Facilities,
Safety and Security



ADDITIONAL 2024 CCN FACILITIES PROJECT HIGHLIGHTS

- North End Ranch facility renovations including ADA compliant bathroom and laundry room
- Administrative & Developmental Services offices renovations including new flooring, lighting, painting and reception upgrades
- Emergency Services office interior lighting upgrades
- Adult Services office upgrades (in progress) including: New ADA compliant bathrooms, examination rooms, staff offices and egress windows

Employee Wellness Program

Fostering Wellness and Community

As a mental health agency, CCN recognizes the importance of prioritizing mental health and wellness for its staff. Through its award-winning Employee Wellness Program, CCN continues to invest in the health and vitality of its employees.

Led by the 15-member Wellness Committee, the Employee Wellness Program promotes a healthy and active lifestyle through a variety of monthly challenges and educational activities. The committee is made up of members representing various departments across the company, which promotes inclusivity and fresh perspectives.

One of the more popular activities is the Apple Picking Challenge, which invites employees to spend time outdoors with friends, family, and colleagues, reinforcing both physical activity and social connection.

The annual Wellness Fair brings together a range of vendors and activities, offering free screenings, flu and COVID vaccines, chair massages and raffle prizes. This event serves as the program's culmination, celebrating the year's achievements and providing opportunities for employees to focus on their well-being in a meaningful way.

Through a partnership with the Navigate wellness platform, employees earn points that can be redeemed for rewards, including extra paid time off.

HR Generalist Ryan Boeke is co-chair of the Wellness Committee. He says one of the biggest benefits has been lower burnout rates. "Also, it's a proven fact that a robust wellness program encourages employees to get their preventative care and maintain that healthy lifestyle, and that means a healthier workforce."

CCN's commitment to wellness consistently gains recognition at the state level, earning the Governor's Worksite Wellness Award at the Gold level every year since 2013.

"It is such an honor to be recognized in this way, and we are really excited to be able to hit and maintain that high level of efficiency and productivity every single year."

“ ...IT'S A PROVEN FACT THAT A ROBUST WELLNESS PROGRAM ENCOURAGES EMPLOYEES TO GET THEIR PREVENTATIVE CARE AND MAINTAIN THAT HEALTHY LIFESTYLE, AND THAT MEANS A HEALTHIER WORKFORCE. ”



- Ryan Boeke, HR Generalist



CCN Wellness Committee members Ryan Boeke, Marsha Singh, Loree Zeif and Onicia Cassel, at middle, receive the 2024 Governor's Worksite Wellness Award.



Wellness Committee member Marsha Singh with CCN staff member Rob Mitchell at the annual Gardening for Wellness event.

CCN at Work



CCN CEO Dick Courcelle with staff members Anna Pietryka and Claire Waterman who celebrated 35 years of service to CCN in 2024.



Project SEARCH Team members Jillian Earle, Paulette Barnard, Brett Yingling and Sam Brochu at Rutland Regional Medical Center, the host site for Project SEARCH participants.



CCN Direct Support Professionals, Emily Curry, Lori Kelley, Alexis Faucher and Russell Perry at the 2024 Vermont DSP Celebration Day at the Statehouse in Montpelier, an appreciation event held in conjunction with Direct Support Professional Recognition Week.



Great food, plenty of laughs and a whole lot of team camaraderie at CCN's summer staff picnic event.



CCN CEO Dick Courcelle with Tanya Hall and Deb Esslinger who celebrated 30 years of service to CCN in 2024.



The Rutland Climb out of the Darkness Team, led by Lauren Norford, CCN Early Childhood Services Manager, hosted another successful and uplifting Climb event at the Pittsford Recreation Center in June. Despite drizzly rain, event attendees and partners showed up for each other to walk and create support and awareness for perinatal mood and anxiety disorders within our community.



Dancing fun at CCN's 2024 Developmental Services picnic event.



CCN staff members Georgette Haviland and Lisa Goodrich at an equine group day hosted for CCN clients and staff.



CCN JOBS Program Coordinator, Jess Flaherty, receives a recognition award from Teri-Anne Walker, JOBS Program Manager with HireAbility Vermont, acknowledging CCN-RMHS' many years of partnership in supporting the Jump On Board for Success (JOBS) Program.



CCN Substance Use Treatment & Recovery and Crisis staffers volunteered to serve as the "Guest Chef" for Turning Point Center of Rutland.



CCN Developmental Services staff members Kristin Brogren, Cynthia Haviland and Josh Williams, joined by shared living provider Lori Mesli, took to the set at PEG-TV in Rutland as part of an outreach campaign to celebrate Developmental Disabilities Awareness Month in March and talk about the wide range of services provided by Community Care Network - with specific regard to CCN's Developmental Services, and highlight the Shared Living Provider Program.



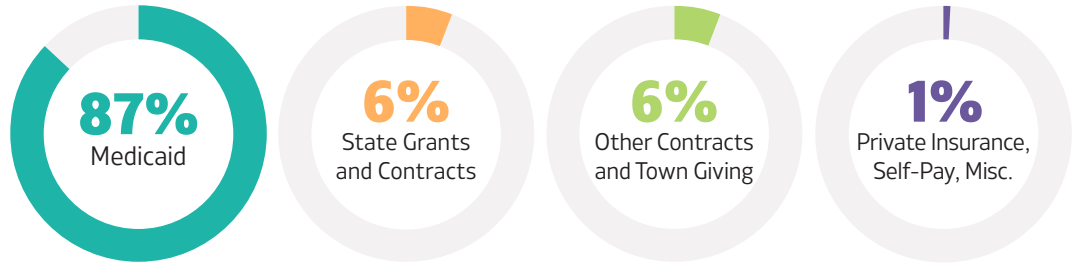
Rutland County Head Start Family Services Manager, Kristen Nugent (left) with Liv Cadena, Guest Services Coordinator for Wonderfeet Kids' Museum, following the launch of a new partnership between RCHS and Wonderfeet aimed at enhancing learning opportunities for the youngest Rutlanders.

Financials

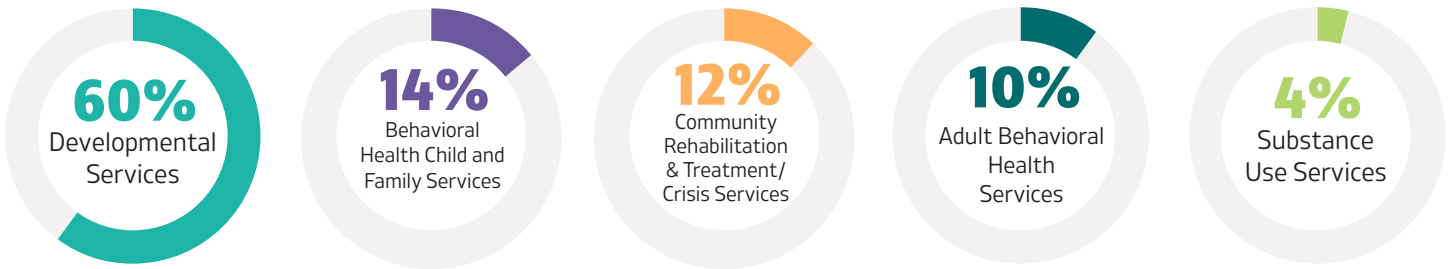
from July 1, 2023 to June 30, 2024

RUTLAND MENTAL HEALTH SERVICES

Revenue - \$36,404,102



Expenses - \$35,780,477



RUTLAND COMMUNITY PROGRAMS

Revenue - \$3,493,044



Expenses - \$3,131,329



About Community Care Network

Community Care Network is comprised of Rutland Mental Health Services and Rutland Community Programs. The mission of CCN is to enhance the health and well-being of our communities, individuals and families through responsive, innovative and collaborative services. The programs of Community Care Network serve more than 3,000 people each year throughout Rutland County. The dedicated staff of Community Care Network are focused on improving the health and well-being of Rutland County residents and their families living with mental illness, developmental disabilities and substance use disorders. A list of programs appears below. For more information about the wide range of comprehensive services at CCN, please visit our website at www.rmhscn.org.

RUTLAND MENTAL HEALTH SERVICES

BEHAVIORAL HEALTH

Behavioral Health services at Community Care Network focus on person-centered, evidence-based practices designed to help people thrive within their communities. Rutland Mental Health Services offers a range of Child & Family, Adult Outpatient, Substance Use, and Residential services and programs. Our dedicated staff of caring professionals has been trained to meet federal, state and other accreditation requirements for professional development.

Emergency Crisis Services

Available 24-hours-a-day, 7-days-a-week, providing a two-person response in the community as well as emergency assessment and supportive counseling by telephone, remotely or in person. If you or someone you know is in distress or experiencing a crisis, call (802) 775- 1000 or text (802) 214-2553 and a Crisis Clinician will be able to support you and will help to determine the best response for your situation.

Adult Services

Community Rehabilitation and Treatment: Comprehensive services using a multi-disciplinary treatment team approach for adults with severe mental illness. CRT offers a wide range of support options to help people remain integrated in their communities, while building strategies to live more independent and satisfying lives.

Vocational Opportunity Works: Supported employment services to individuals with mental health and co- occurring disorders.

Outpatient Treatment: Individual and group therapy includes DBT Skills Program, Anger Management, Building Resiliency, Co-Occurring, Grief & Loss, Safe Minds, psychiatric evaluations and psychiatric consultation, and targeted short-term case management.

Eldercare: Outreach mental health services to homebound elders, including clinical assessment, case management, and supportive counseling to caregivers.

Substance Use Services: Substance use treatment services, including alcohol and drug assessments for individuals age 12 and older. Includes individual and group outpatient services, intensive outpatient program (IOP), case management, Rutland County Treatment Court, Federal Drug Court, Healthy Women's Program, Elder SUD services, and collaboration with DCF - Reach Up. Naloxone distribution site.

Substance Use Clinic Services: Medication management, including Medication Assisted Treatment (MAT) for those with substance use disorder, primary care screening and monitoring of health risks, health education and cessation support.

Crisis Stabilization and Inpatient Diversion: Short-term stays for adults with acute psychiatric symptoms to help avoid the need for a higher level of care such as

an inpatient psychiatric hospital or to serve as a step-down from inpatient psychiatric care to prepare for a return to community-based support.

MapleWood Recovery Residence: Supervised and supported recovery intervention services in a residential location for adults in the early stages of recovery.

Welcome Home: A joint program of Rutland Mental Health Services (RMHS) and The Homeless Prevention Center (HPC) of Rutland County, providing housing and support services utilizing the Housing First model to people who experience chronic homelessness.

Embedded Case Management (Lincoln Place, Project Vision, ReachUp, SASH): Multiple partnerships and locations where case managers provide mental health services to adults experiencing emotional/behavioral distress or substance use severe enough to disrupt their lives. These positions assist individuals with engagement, and support access to additional services.

Child and Family Services

The Child and Family Services team is committed to providing a continuum of high-quality evidence-based supports and services that are both accessible and family-centered. Services are provided in a variety of settings including schools, communities and homes, as well as at our Outpatient and Early Childhood offices.

Early Childhood Services: Assessment, consultation, service planning/ coordination, supportive counseling and evidence based individual and family psychotherapy for infants and children age 6 and under. Master's level Early Childhood Mental Health Consultation is provided to childcare centers, Head Start, and childcare provider networks.

Child and Family Outpatient Services: Assessment and Individual, group and family psychotherapy services for children ages 6 to 18 experiencing mental health, behavioral and/or emotional challenges.

Community Supports: Community-based service coordination, supportive counseling and skills building activities for children, youth and families age 6 to 18 who seek assistance navigating through the local system of supports, developing coordinated service plans, building individual and family skills and achieving their self-improvement goals.

School-Based Services: Contracted supports are offered to Rutland County schools for the provision of on-site mental and behavioral health services. Schools have the option of contracting for Clinician, Case Manager and Behavioral Interventionist positions. Through these contracts, RMHS is able to provide more accessible care for students and develop more active collaborations with families, schools and treatment teams.

Rapid Response Services: Immediate, short-term child and family crisis stabilization supports, provided as an aftercare service to the 24/7 RMHS Emergency Services program. Following involvement with RMHS Emergency Services, Rapid Response can be accessed to support a family's safety and stabilization goals as well as assist with hospital discharge planning.

Intensive Family-Based Services (IFBS): Intensive/short-term home and community-based family therapy and stabilization supports for families at

risk of having a child removed from their home due to emotional or behavioral challenges, delinquency, truancy, and/or family risk factors such as domestic violence, mental health and/or parental/caregiver substance abuse issues. IFBS services also provides support and stabilization to families who are in the reunification process with a child following an out-of-home placement.

Vermont Outdoor Adventure Program (VOAP): Daily/year-round individual and group therapeutic, experiential and adventure-based activities provided in a wilderness setting as a means of assisting children and youth in achieving their emotional and behavioral health goals.

Adolescent Outpatient Substance Use Treatment: Services for adolescents seeking treatment and support around challenges related to self-medication and substance use. Treatment utilizes a co-occurring harm-reduction model which simultaneously focuses on both substance use and mental health treatment goals.

Respite Services: Staff supported activities for children designed to offer parents/guardians regularly scheduled breaks from the stressors, attention and supervision that is often required when parenting a child who is impacted by mental, emotional and behavioral challenges.

J.O.B.S Program (Jump On Board for Success): Innovative supported employment and intensive case management service that empowers “at risk” youth, ages 16 through 21 in making healthy life choices, overcoming employment barriers, sustaining healthy relationships and managing the stressors of daily living.

DEVELOPMENTAL SERVICES

Developmental services at Community Care Network provides an array of comprehensive, person-centered supports and services to children and adults with developmental disabilities and their families.

Service Coordination: Assists individuals in planning, developing, accessing, coordinating and monitoring supports and services.

Home Supports:

Supervised Living: Supports provided to individuals who live in their own home/apartment or that of a family member.

Staffed Living: 24-hour supports provided to one or two adults living in their own home/apartment.

Group Living: 24-hour supports for four adults living in our licensed group home.

Shared Living: Supports provided to one or two individuals living in the home of a shared living provider.

Health Services Coordination: Nurse Consultants help coordinate and monitor health care for individuals receiving staffed, group, or shared living supports.

Respite Supports: Provide family members and shared living providers a break in caring for an individual.

Community Supports: Assist adults to develop skills and social connections through volunteering, recreation, leisure, and educational opportunities.

Employment Services: Assist adults to obtain and sustain competitive employment and achieve career goals.

Project SEARCH: Workplace immersion program for students with intellectual disabilities in last year of high school or young adults that helps them learn skills and obtain competitive employment through collaboration with DS, the Rutland School district, Rutland Regional Medical Center, and Voc Rehab.

College Steps: Supports students living with social, communication, or learning challenges to make successful transitions into college life at Castleton University while learning new skills and preparing for meaningful careers.

Clinical Services: Access to psychiatric services, therapies, behavioral consultation, and other clinical supports.

Emergency Crisis Services: Available 24-hours-a-day, 7-days-a-week, providing a two-person response in the community as well as emergency assessment and supportive counseling by telephone, remotely or in person. If you or someone you know is in distress or experiencing a crisis, call (802) 775-1000 or text (802) 214-2553 and a Crisis Clinician will be able to support you and will help to determine the best response for your situation.

Transportation: Reimbursement for mileage to access community supports. Assistance for individuals requiring an accessible vehicle to acquire and maintain accessible transportation.

Bridge Care Coordination: Support for families to access and coordinate needed services and resources for children up to age 22.

Family Managed Respite: Provides families with a break from caring for their child with a disability up to age 21.

Flexible Family Funding: Available to families to support their child or adult family member to live at home.

Specialized Services in a nursing facility: Services for individuals 18 years old and older living in a nursing facility who need additional social, behavioral, or communication supports related to their disability beyond the scope of the nursing facility.

RUTLAND COMMUNITY PROGRAMS

One-2-One: Volunteer drivers provide essential services transportation to adults 60+. More information at www.volunteersinvt.org/service/rsvp-telecare-program.

Green Mountain Foster Grandparent: Volunteers provide mentoring and role modeling for children of all ages in a variety of educational settings throughout Rutland, Bennington, and Addison Counties. These intergenerational relationships enrich both the volunteers and the children they serve. More information at www.volunteersinvt.org/green-mountain-foster-grandparent-program.

RSVP and The Volunteer Center: Provides individuals of all ages with a variety of interesting and diverse volunteer opportunities throughout Rutland and Addison County in over 150 non-profit agencies. Our locally-designed Signature Programs, RSVP Bone Builders and RSVP Operation Dolls and More, also respond to the needs of our communities. More information at www.volunteersinvt.org.

Early Care and Education / Rutland County Head Start: Our 5-STAR, early care and education programs prepare children and families for a successful school experience through comprehensive, integrated, family-centered services. Comprehensive programming integrates successful learning, medical, dental and mental health support; social services; and parent engagement for income-eligible, infants, toddlers, and preschool-age children and their families. More information at www.rutlandcountyheadstart.org.



CCN staff enjoy a fun photo opportunity with attendees at the 2024 Developmental Services picnic.



Community Care Network

Rutland Mental Health Services | Rutland Community Programs

LEARN MORE AT: rmhscn.org

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Community Care Network



Community.Care.Network

CCN is a member of:



Vision

To be the provider and partner of choice, advancing services that transform and empower lives.

Mission

To enhance the health and well-being of our communities, individuals and families through responsive, innovative and collaborative services.

2024 Impact Report

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