

# COVID-19 Response



**Between March and June 2020, over 2,500 children and youth received more than 16,000 telehealth services.**

*During the COVID pandemic, agency staff made a quick pivot to telehealth to protect the health and safety of Vermonters. The VCP network developed tips for families to help.*

**82% of youth and families said the services provided during COVID were helpful, and only 20% indicated that the video/options were less effective than meeting in person.**

## Robust Community-Based Children, Youth, and Family Services

### REACHING VERMONT'S MOST VULNERABLE FAMILIES

VCP network agencies provide a wide array of [evidence-based practices](#) in home, office, and community-based services to children and families who are struggling with mental health challenges such as anxiety, depression and self-harm, as well as behavioral challenges that may result from the impacts of trauma and other adverse childhood experiences. Network agencies take an individualized, family-centered approach, working together to develop treatment plans that address the child and family's therapeutic goals as well as their needs related to social determinants of health.

### IMPACT

- Agencies provided care to over 9,500 children and youth in FY20
- The average family received 28 services
- 5,302 clients (56%) received care coordination, linking families with school, healthcare, and social service partners
- 30% of clients and families were served at home; almost 50% in the community; 20% at school
- 88% of families said they received the services they needed
- 87% said the services were right for them
- 80% said their quality of life improved as a result of the services they received
- 94% said that staff treated them with respect

### SPOTLIGHT ON EARLY CHILDHOOD AND FAMILY MENTAL HEALTH

- Network agencies provided over 37,000 mental health services to 1,513 Vermont children ages five and under in FY20. During the pandemic, this included 1,204 telehealth services to 279 children and families.
- In addition to therapy, network agencies provide expert consultation, reaching 679 young children with developmental guidance and education in homes, childcare, school, and telehealth settings to childcare providers, educators, and families.

