Vermont Care Partners, providing statewide leadership for an integrated, high quality system of comprehensive services and supports for people with mental health conditions, substance use disorders, and intellectual and developmental disabilities for more than 50 years.
• NCSS: Northwestern Counseling & Support Services
  www.ncssinc.org

• NKHS: Northeast Kingdom Human Services
  www.nkhs.org

• GMSS: Green Mountain Support Services
  www.gmssi.org

• LCMHS Lamoille County Mental Health Services
  www.lamoille.org

• CCS: Champlain Community Services
  www.ccs-vt.org

• HC: Howard Center
  www.howardcenter.org

• NFI: NFI Vermont Inc.
  www.nfivermont.org

• WCMHS: Washington County Mental Health Services
  www.wcmhs.org

• CSAC: Counseling Service of Addison County
  www.csac-vt.org

• CMC: Clara Martin Center
  www.claramartin.org

• UVS: Upper Valley Services
  www.uvs-vt.org

• LSI: Lincoln Street, Inc.
  www.lincolnstreetinc.org

• RMHS: Rutland Mental Health Services / Community Care Network/
  www.rmhsccn.org

• HCRS: Health Care & Rehabilitation Services
  www.hcrs.org

• UCS: United Counseling Service of Bennington County
  www.ucsvt.org

• FFSV: Families First in Southern Vermont
  www.familiesfirstvt.org
Vermont Care Partners (VCP) is a statewide network of sixteen non-profit community-based agencies providing mental health, substance use disorder, and intellectual and developmental services and supports.

Vermonters have a fundamental right to live in healthy and safe communities. VCP's mission is to provide statewide leadership for an integrated, high quality system of comprehensive services and supports so that even the most vulnerable Vermonters thrive in their homes, schools, communities and places of employment. This important work contributes to the triple aim of improving overall health, controlling the cost of health care, and promoting access to quality care.

Throughout the COVID-19 pandemic, VCP network agencies have continued to provide home- and community-based care for Vermonters with their trademark creativity, providing in-person services when it's safe and reaching thousands of clients by telehealth.
In FY20, network agencies supported over 32,000 people through community-based services and supports

**Services for People with Substance Use Disorders** - 3,104 adults and youth engaged in a variety of substance use disorder services by eight network “Preferred Provider” agencies, including school-based prevention and education, outpatient counseling, intensive outpatient programs, family and group counseling services, and housing and employment support.

**Community-based Services for People with Intellectual and Developmental Disabilities** - 3,896 children, youth and adults with intellectual and developmental disabilities received residential, vocational, and supportive services that promote stability in the community, including respite and flexible family supports.

**Emergency Services for People Experiencing Mental Health Crises** - 8,505 people accessed 24/7 emergency mental health assessments and supports. Emergency services were provided free to anyone in need, with 80% of all emergency services provided in community settings.

**Services for Adults with Mental Health Conditions** - 7,398 adults received mental health treatment services, among them 2,663 adults with serious mental illness. Network programs foster recovery and community inclusion, with a focus on stable housing and employment.

**Children, Youth, and Family Mental Health** - 11,516 children, youth and their families received therapeutic supports, including counseling, school-based treatment, home-visiting, and parent education, and residential and crisis bed services.

**Community Outreach and Education** - Network agencies provided accessible educational opportunities for their communities to promote broader understanding about issues that affect the well-being of Vermonters.

**Disaster Response** - Network agencies responded to community disasters and significant events, providing immediate and timely intervention and post-vention services.

**Network staff make a difference!**

Network agencies employed over 5,000 employees in direct service, clinical, administrative and leadership positions to provide high quality services and supports. 90% of people surveyed said they felt staff treated them with respect.
In FY20, network agencies provided high quality services, when and where they were needed

People who are able to access care quickly require hospitalization or institutionalized care less. Overall, more people in Vermont were supported in the community mental health system (38:1000) than the national rate (24:1000). As a result, people used higher levels of care, such as psychiatric hospitalizations, less frequently than the national average. People with intellectual and developmental disabilities were supported in their communities and in their homes, rarely requiring psychiatric hospitalization.

**Agencies work hard to respond to inquiries quickly and provide ongoing supports and services.**
- 67% of people who called for mental health services were seen within five days, and 64% were seen again within 14 days of their initial assessment
- For people with intellectual and developmental disabilities, 99% of care inquiries received a response within 48 hours

**People tell us**: The services were the right ones (90%), were the needed services (90%), made a difference (87%) and that their quality of life improved as the result of the services they received (84%).

**Services are provided where people live, work, learn and play:**

**Primary Care and Integrated Care Settings**: 100% of designated agencies employ embedded mental health clinicians in primary care settings.

**Public Schools**: 91% of supervisory unions across Vermont were supported by VCP Network Agency staff clinicians. 11% of all agency services were provided in schools.

**Homes**: 13% of services were provided in Vermonter’s homes.

**VCP Network Agency Locations**: 51% of services were provided at a VCP network agency facility, with 3.5% of total services provided via telehealth.

**Community**: 12% of services were provided in the community.

**Vermont Care Partners Centers of Excellence**

Working to continually improve network agency services, VCP has developed the Vermont Care Partners Centers of Excellence (VCP-COE) modeled after the National Council’s Centers of Excellence (Jarvis, 2014). The VCP-COE promotes quality improvement and high quality services through agency review by expert peers from the network and from the Jeffords Institute for Quality and the University of Vermont. The VCP-COE is funded through VCN by a HHS HRSA Rural Health Policy Network Development Grant.

The following agencies achieved certification as a Vermont Care Partners Center of Excellence:

1. Summary of results from the Vermont Care Partners Annual Consumer Satisfaction Survey. Number reflects the % of agreement with the item.
In FY20, network programs made a positive impact upon people and communities

**People are working**

Network programs supported people's meaningful employment at rates higher than the national average:
- 28% of people with serious mental illness
- 49% of people with intellectual and developmental disabilities

**People are in school**

- Children, youth, and their families were provided with supports to promote stability and full participation in early childhood, elementary, middle and high school programs
- Network agencies operated 14 independent therapeutic schools with integrated treatment components
- 86% of people with intellectual and developmental disabilities enrolled in a higher education program were employed upon graduation and 44% were employed while enrolled in school

**People are housed**

- Network agencies worked closely with community programs to find and support stable housing, including collaborating with shared living providers
- Residential options were provided for the most vulnerable populations, including adults and youth with significant mental health conditions
- Less than 3% of people supported by agencies were homeless or living in a shelter

**People feel better**

- 50% of people discharged from an outpatient treatment program for a substance use disorder were rated as “improved”

**Agencies promote community safety**

- Six network agencies provided collaborative programs with law enforcement promoting informed and effective responses to people experiencing mental health conditions and substance use disorders
- Mobile crisis programs in all network agencies worked closely with first responders to support people experiencing a mental health crisis
- People supported through public safety funds were provided with high quality programming and supports
- Agencies provided skilled staff who responded to untimely deaths, natural disasters, fires, and other community emergencies at no cost, immediately, and directly to those in need
Vermont Care Partners network agencies continue to be here for you throughout the COVID-19 pandemic

- Broad implementation of telehealth and other remote services along with distribution of tablets and other tech support
- Active outreach to all people supported by agencies to ensure health and safety
- Staff were redeployed to residential and diversion programs to keep the doors open and services intact
- Public education about COVID and how to manage the mental health, physical health, and economic impacts of the pandemic
- Staffed warmlines providing information and supports to callers
- Food and medication delivery to vulnerable peoples
- Educational and recreational supplies delivered to youth and individuals with I/DD
- Support and staffing for Vermonters temporarily housed at shelters and motels
- Management of COVID Support VT, the State of Vermont’s FEMA crisis counseling grant

People told us

- Video and phone options were as effective as meeting in person (60%)
- The services provided during the COVID-19 State of Emergency were helpful (80%)²

². Summary of results from the Vermont Care Partners Annual Consumer Satisfaction Survey. Number reflects the % of agreement with the item.