



United Counseling Service of Bennington County and Northwestern Counseling & Support Services have completed their second 3-year VCP COE certification, this time using the 2.0 version which further emphasizes the use of data to promote quality improvement.



The following agencies are certified as VCP Centers of Excellence:



# Vermont Care Partners Centers of Excellence



## NETWORK AGENCIES IMPROVE SERVICES AND SUPPORTS FOR VERMONTERS

The VCP "System of Excellence" is a vision of the VCP Network that guides each **16 network agencies** in becoming a Center of Excellence and known to the entire community as "...a great place to get care and a great place to work," Jarvis, 2014. VCP has developed the Vermont Care Partners Centers of Excellence (VCP-COE) modeled after the 5 areas of the National Council's Centers of Excellence. 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 at the University of Vermont. Our work toward a System of Excellence includes agreeing on standards and measures and onsite peer review using measures aligned with local and national measure sets that inform continuous quality improvement across all services.

## WORLD CLASS CUSTOMER SERVICE

- **5,000 people** were employed across the VCP Network
- **94%** of people surveyed said they were treated with respect by agency staff
- **88%** of people reported that they found the services provided helpful

## EXCELLENT OUTCOMES

- People supported by VCP network agencies are hospitalized and readmitted less than the national average saving taxpayer dollars
- People told us that services made a difference (**86%**) and that their quality of life improved as a result of the services they received (**81%**)
- People with significant mental illness and with intellectual and developmental disabilities were **employed at higher rates** than the national average

## EASY ACCESS

- Network agency facilities and programs are **located in the community** where Vermonters live, work, learn, and recreate
- **60%** of people seeking mental health services were provided an intake within 5 days and **61%** a follow up service within 14 days
- **60%** of schools had a VCP school based program embedded and providing services
- **92%** of inquiries for developmental services were responded to within 48 hours

## EXCELLENT VALUE

- Network agencies provide **high quality care** through efficient and effective services with a strong evidence base
- Agencies provide a **24/7 crisis response** to communities throughout the state

## COMPREHENSIVE CARE

- Network agencies provide a broad array of supports and services for people with mental health conditions, substance use disorders, and intellectual and developmental disabilities and coordinate with community agencies to promote seamless care