

House Health Care Committee

Rep. Lori Houghton, Chair; Rep. Francis McFaun, Vice Chair; Rep Alyssa Black, Ranking Member

Testimony

NORTHWESTERN
COUNSELING

& SUPPORT SERVICES

we're here for you

Services

Provided in Franklin, Grand Isle and Chittenden Counties

Designated Services Provided

Community Rehabilitation Treatment (CRT)

Children Youth & Family Services

Emergency Services

DS Waiver Services

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Additional Services Provided

Adult & Children Outpatient

School Based Services

Parent Child Center

Traumatic Brain Injury (TBI)

Veterans

Transcranial Magnetic Stimulation (TMS)

Homeless Outreach

Elder Care

Alternative School

Justice Involved

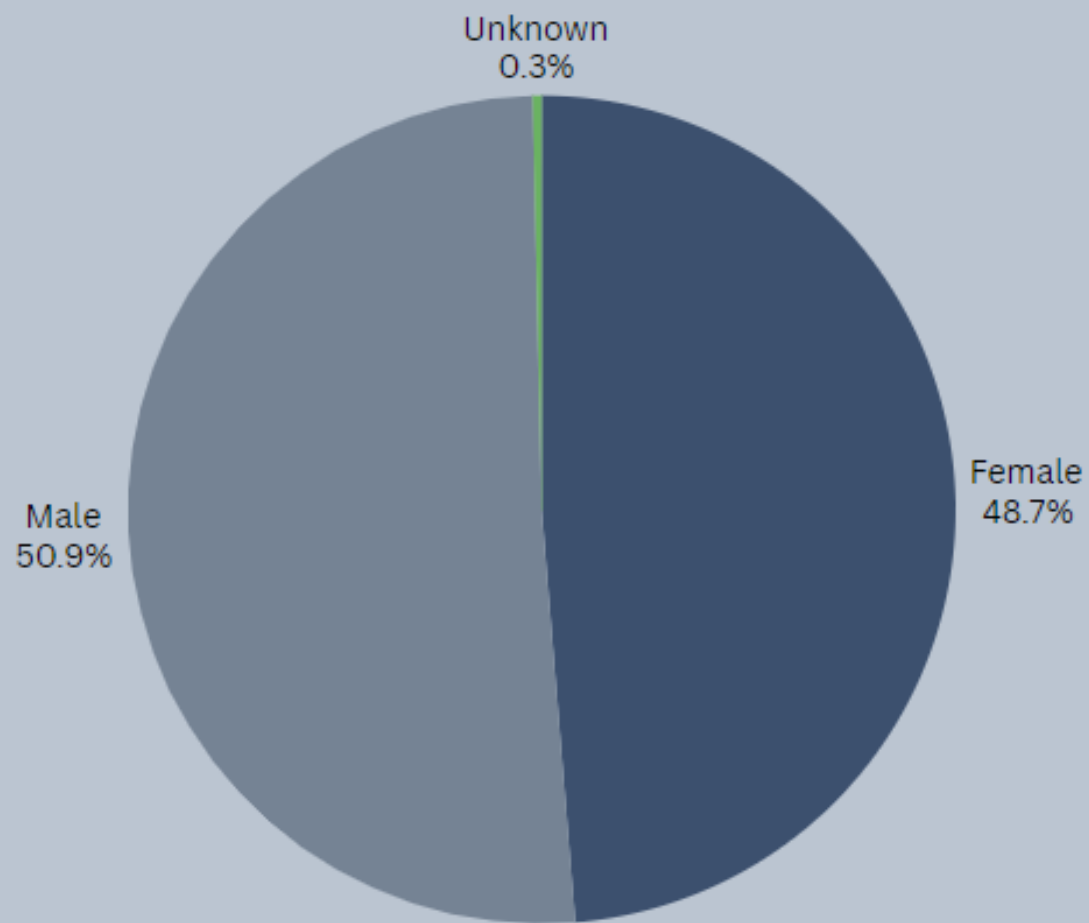
SERVED (FISCAL YEAR)	FY19	FY20	FY21	FY22	FY23	FY24(YTD)
AGENCY TOTAL UNDUPLICATED	4,192	4,175	4,183	4,393	4,258	3,937
AGENCY TOTAL	6,384	6,514	6,503	6,876	6,861	6,012
EMERGENCY SERVICES	1,189	1,191	1,095	1,192	1,042	800
SCHOOL PARTNERSHIPS	630	679	643	564	462	463
OUTPATIENT	1,903	1,898	2,137	2,298	2,223	2,150
ADULT MENTAL HEALTH (CRT)	242	236	285	315	323	325
PARENT CHILD CENTER	61	64	452	513	697	426
CHILDREN'S MENTAL HEALTH	1,834	1,981	1,391	1,425	1,530	1,304
DEVELOPMENTAL SERVICES	340	322	355	387	383	372
RESIDENTIAL	61	50	121	131	148	135
SUBSTANCE USE	124	93	24	51	53	37

Number of Vermonters Served

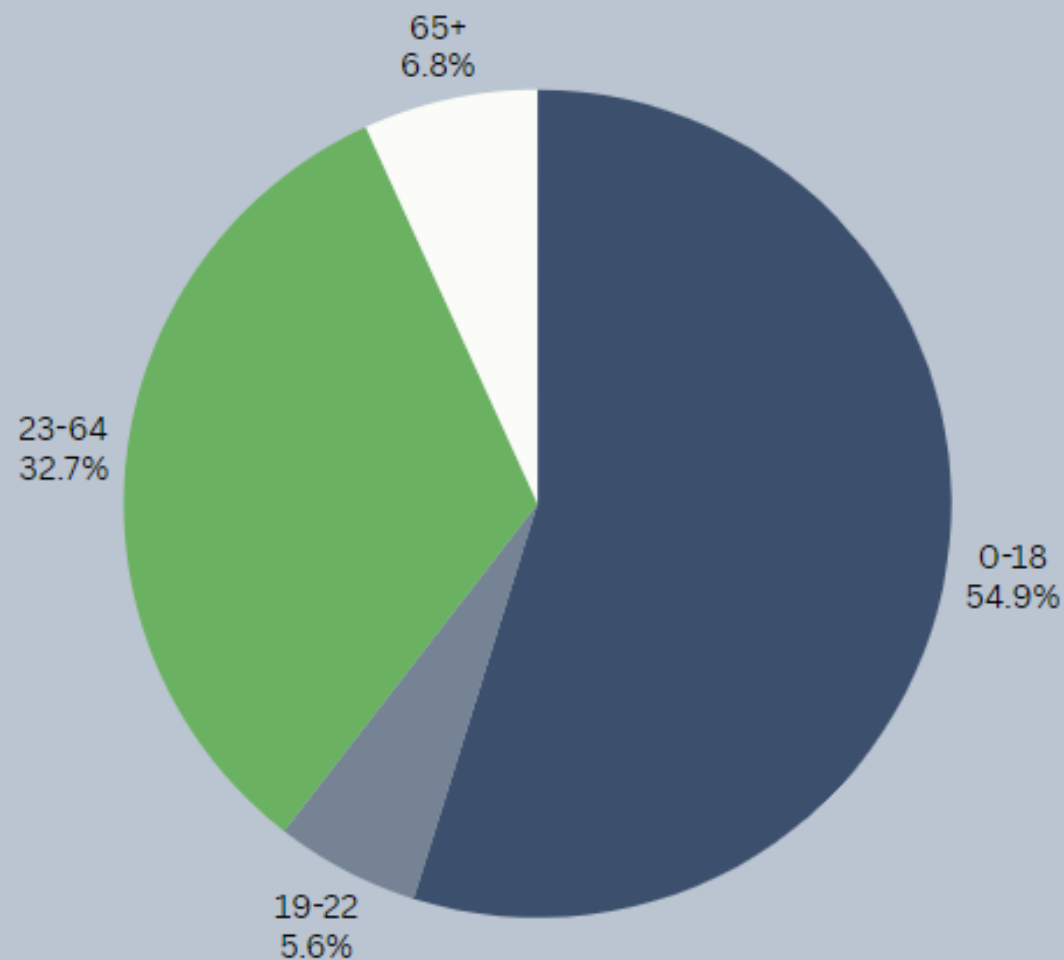
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Client Demographics

Calendar Year 2023



Gender at Birth



Age

Community Partnerships

Vermont State Police (VSP)

Saint Albans City Police (SAPD)

Primary Care Offices

Northern Tier Center for Health (NOTCH)

Local School Districts

Department for Children and Families (DCF)

Northwestern Medical Center

Local Businesses

Agency Successes

Community Collaboration

Unified Electronic Medical Record

988 Suicide Prevention Hotline

Transcranial Magnetic Stimulation (TMS)

Mental Health First Aid (MHFA)

Client Employment

Workforce Development

Leverage Technology, Data and Key Performance Indicators (KPI)

Vermont Best Place to Work

Client Success

Agency Challenges

Workforce

We struggle to recruit and fill vacant positions. We currently have 97 vacant positions. Rate increases are needed to maintain competitive wages, so we can recruit, fill positions, and provide critical services.

Clinical Volume and Acuity

There is an increasing need for Mental Health supports for people struggling with challenges such as Anxiety and Depression. We are also seeing an increase in acuity among people with Intellectual Disabilities.

Residential Programming

We have limited capacity to provide residential level care to those with high clinical acuity.

Elder Care Programming

We do not have the structures in place to safely care for our ageing population.

Administrative Burden

The amount of time staff spend on administrative tasks decreases their ability to provide care to those in need.

Workforce

Successes

Employee Referral Program

On-site Career Fair

Partnership with Local Tech Center

Retention Bonuses

Loan Repayment Program

Benefits Packages

Free Clinical Supervision

Internships

NCSS WORKFORCE HIGHLIGHTS

17% agency
vacancy
Rate

97 open
positions

649,732
miles driven
with client to
meet needs

28 vacant
school roles
(29%)

19.2%
turnover
FY23

48% of exit
survey
respondents
left for financial
reasons
(FY24 ytd)

27% FY24
departures
(to date) are
school
based

29% of 2023
in-house
career fair
visitors hired

98%
employee
retention of
loan
repayment
program

39% of 2023
hires came
via Employee
Referrals

System Needs

Continued Legislative support for rate increase. Rate increases allow us to invest in our workforce and maintain essential services for our most vulnerable Vermonters.

Investments in “upstream” and preventative services. Dedicating proactive resources to individuals at risk, will help to improve overall long-term health outcomes and decrease expenses across the entire health care system.

Develop funding mechanism that is predictable, flexible and sustainable.

Reduce administrative burden so that more staff time is directed towards providing care.

Expand residential options for Vermonters requiring a higher level of therapeutic support.
Invest in therapeutic programming dedicated to supporting older Vermonters