



# Vermont Care Partners

HELPING PEOPLE AND COMMUNITIES LIVE HEALTHY, SAFE AND SATISFYING LIVES.

## FY2015 OUTCOMES AND DATA REPORT



FOR MORE INFORMATION:

**Vermont Care Partners**

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[www.vermontcarepartners.org](http://www.vermontcarepartners.org)

## VCP supports its Network of agencies through:

- Advocacy and Policy Development
- Data Collection and Analysis
- Education and Training
- Health Care and Payment Reform Initiatives
- Identification of New Opportunities and Markets
- Network Planning and Support
- Technology and Program Innovation
- Quality Assurance and Improvement

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## Vermont Care Partners Funding Sources:

- Agency dues
- US Department of Health and Human Services - Health Resources and Services Administration, Office of Rural Health Policy
- Substance Abuse and Mental Health Services Administration
- Vermont Department of Mental Health
- Vermont Health Care Innovation Project

## About VCP

Vermont Care Partners (VCP) is a collaboration between Vermont Care Network and the Vermont Council of Developmental and Mental Health Services.

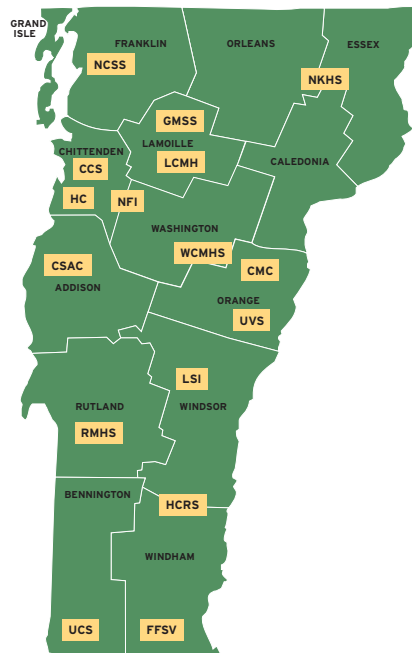
The VCP mission is to provide statewide leadership for an integrated, high quality system of comprehensive services and supports.

Our provider network consists of sixteen non-profit community-based agencies specializing in mental health, developmental disability and substance use disorder services for individuals, families and communities.

VCP is both a trade association and a provider network and is committed to high quality and innovation. VCP supports its network members to help people and communities live healthy, safe, and satisfying lives.



## Vermont Care Partners Network Agencies



- Champlain Community Services (CCS)
- Clara Martin Center (CMC)
- Counseling Service of Addison County (CSAC)
- Families First Vermont (FFV)
- Green Mountain Support Services (GMSS)
- Health Care & Rehabilitation Services (HCRS)
- Howard Center (HC)
- Lamoille County Mental Health Services (LCMHS)
- Lincoln Street (LSI)
- Northeast Kingdom Human Services (NKHS)
- NFI Vermont Inc. (NFI)
- Northwestern Counseling & Support Services (NCSS)
- Rutland Mental Health Services (RMHS)
- United Counseling Service (UCS)
- Upper Valley Services (UVS)
- Washington County Mental Health Services (WCMHS)

## Introduction to FY2015 Report

The VCP Network is a community-based system of care specializing in mental health, developmental disability, and substance use services. This system has operated for over 40 years and is comprised of 16 Designated and Specialized Service Agencies. Designated Agency (DA) and Special Service Agency (SSA) programs have successfully moved the point of person-centered care from institutional settings to community and home based services. Many programs have a long history with established practices. More recent efforts have established geographically-diverse systems of care and offer treatment opportunities to meet the presenting needs and preferences of those we serve.

Designated Agencies have improved emergency responses, increased access to non-categorical case management, expanded mobile support teams, diversified adult outpatient services, and created and enhanced alternative residential opportunities and crisis resources to prevent or divert individuals at-risk of hospitalization. In addition, we provide treatment, prevention and early intervention, and supports to children and their families, in natural settings such as their schools, homes and community.

The VCP Network has made great strides to improve first responder collaboration, reduce unnecessary hospitalization, and coordinate our work with primary care and other community providers to maximize the value of public funds to assist Vermonters with mental health, developmental, and substance use challenges. We have engaged fully in health care reform and continue to identify ways our services contribute to improving the patient experience of care (including quality and satisfaction), improving the health of our Vermont population, and reducing the per capita cost of health care.



Bob Bick  
CEO Howard Center  
and Board President of  
Vermont Care Network



Ralph Provenza  
ED United Counseling Service  
of Bennington County and  
Board President of the Vermont  
Council of Developmental  
and Mental Health Services

## How to use this report

In the following pages, we review the impact of VCP Network Agencies' work on the lives of Vermonters. The information is organized around the Results Based Accountability format to describe the number of people served, quality indicators about the services, and finally, the ways in which people's lives have improved.

Data for this report was obtained from the following sources and is cited throughout the report where appropriate:

1. The Vermont Mental Health National Outcomes Measures (NOMS): SAMHSA Uniform Reporting System Report (FY14)
2. The Vermont Department of Mental Health Department of Research and Statistics or other departments
3. The Vermont Department of Disabilities, Aging and Independent Living data and *preliminary* data from the NCI Adult Consumer Survey
4. The Vermont Department of Health, Vermont Alcohol and Drug Abuse Prevention Programs (Note: Data provided in this report is about the 8 ADAP Providing Agencies ONLY. Please refer to VDOH ADAP annual reports for information about the entire ADAP system of care).
5. The Annual Vermont Care Partners Satisfaction Survey for FY15
6. Network Agency Data Survey Conducted in the Fall of 2015
7. Vermont Department of Labor
8. Vermont Care Partners Data
9. Department for Children and Families Child Development Division CIS State Semi Annual Report
10. VocRehab Vermont JOBS Master Statistical Report

All data is from FY15 unless otherwise noted. The most recent data is always provided, if available.

Over 35,000<sup>2</sup>  
persons supported through  
the VCP Network<sup>2</sup>

**Our programs contribute to the following Agency of Human Services Act 186 Indicators of Well-Being for Vermonters:**

- Vermonters are healthy
- Vermont's communities are safe and supportive
- Vermont's families are safe, nurturing, stable and supported
- Pregnant women and young people thrive
- Children are ready for school
- Youth choose healthy behaviors
- Youth successfully transition to adulthood
- Elders and people with disabilities and people with mental conditions live with dignity and independence in the settings they prefer

**Overview of System**

Our programs support people with developmental disabilities, mental health and substance use disorders. Network Agencies provide many services, including:

- 24/7 emergency/crisis assessments
- 24/7 emergency/crisis beds
- Clinical assessment services
- Service planning and coordination
- Day services and community supports
- Individual, family and group therapy in the office, in homes, schools, and childcares
- Substance abuse services including public inebriate services
- Medication and medical support and consultation services
- Evidence-based services to participate fully in home, school and work environments
- Employment and residential supports
- Peer services

**People's lives are improved:**

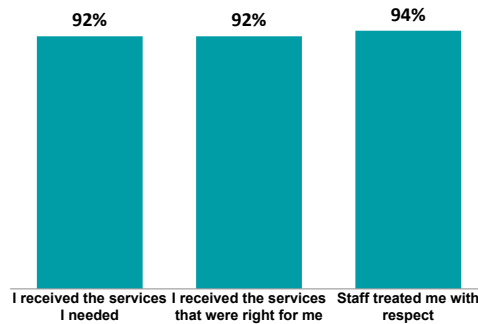
- **99%** of people with developmental disabilities (DD) are **living in community settings**<sup>3</sup>
- More of our **adult mental health clients are employed**<sup>1</sup>:
  - **Vermont: 26.3%**
  - US: 17%
- **47% of our adult clients with DD are employed**<sup>1</sup>:  
In Vermont, 39 out of 1,000 eligible mental health clients were supported, compared to 23 out of 1,000 clients nationwide

**Network Agencies provide public inebriate option to jail:**<sup>1</sup>

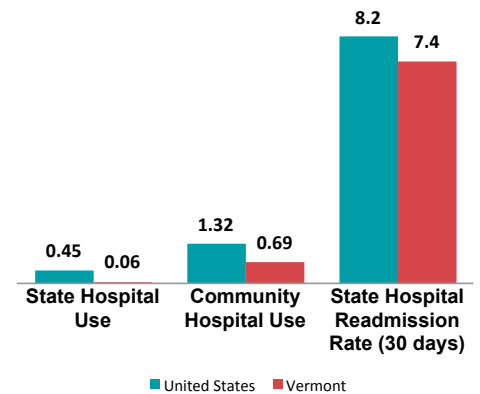
- Of the **2,742** public inebriate screens provided, **50.4% were diverted from jail** and lodged in our treatment programs

**92% of people surveyed say the services they received made a difference**

**We provide quality services:**<sup>5</sup>



**The people we serve are hospitalized less:**<sup>1</sup>



**Community Partners**

We partner with others to promote optimal health and recovery: Community Providers, First Responders and Law Enforcement, Hospitals and their Emergency Departments, United Way and other Funding Agencies, State Agencies



# Children, Youth and Families

## Services provided:

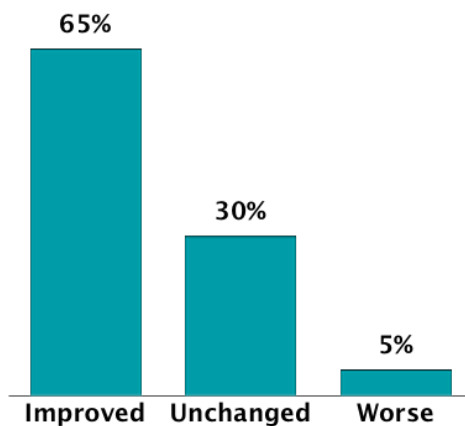
We support children and families experiencing mental health concerns to fully achieve their potential by providing:

- Clinical interventions based in evidence-based practices
- Individual, family and group therapy
- Medication and medical support
- Clinical assessment
- Service planning and coordination
- Community supports
- Emergency/crisis assessment support and referral
- Emergency/crisis beds
- Housing and home supports
- Respite services
- Residential treatment
- Vocational supports

## People's lives are improved:

- **81%** of Jump on Board for Success (JOBS) clients **had paid work experiences (FY14)**<sup>10</sup>
- **80%** of children or families in Children's Integrated Services **achieved one or more goals at annual review**<sup>9</sup>
- 45% of clients improved in Success by Six Programming (FY14)<sup>3</sup>

Condition on discharge from CYFS Services<sup>2</sup> (n=1,739)



## Network Agencies provide quality services:

- **Our services are located in 66% of schools** within our catchment area (183 of 278 schools with 13 of 16 agencies reporting)<sup>1</sup>
- 430 of our clinical staff have advanced degrees<sup>1</sup>
- Our agencies employ 33 staff with B.C.B.A. Certification<sup>1</sup>
- We address community needs: 620,187 services provided, a 4% increase since FY14<sup>2</sup>



10,585

children and youth served through the VCP Network<sup>2</sup>

## Our programs contribute to the following Agency of Human Services Act 186 Indicators of Well-Being for Vermonters:

- Vermont's families are safe, nurturing, stable and supported
- Pregnant women and young people thrive
- Children are ready for school
- Youth choose healthy behaviors
- Youth successfully transition to adulthood

## Evidence-Based Practices - CYFS:<sup>1</sup>

Our CYFS clinicians use over **40 different Evidence-Based Practices (EBPs)** to address issues such as complex trauma and behavioral concerns in children. Using EBPs ensures our clients are receiving the highest quality service for issues that brought them to our care. A complete list of our EBPs can be obtained from Vermont Care Partners.

## Community Partners

Schools, Child Care Centers, Vermont Department for Children and Families, Law Enforcement, Primary Care Providers, Family and Child Serving Agencies, Home Health Providers, other Mental Health Agencies

2,654

persons supported through the VCP Network<sup>2</sup>

### Our programs contribute to the following Agency of Human Services Act 186 Indicators of Well-Being for Vermonters:

- Vermonters are healthy
- Elders and people with disabilities and people with mental conditions live with dignity and independence in the settings they prefer

### We provide options that decrease the need for high end services:

- Top 100 CRT services utilizing clients - services decreased 28% from FY12 to FY14<sup>2</sup>
- 100% of agencies provide community crisis beds (average cost of \$500/day) as an alternative to hospitalization (average cost of \$1,400 to \$2,300/day)
- 393 CRT clients used 1,171 crisis bed days as an alternative to hospitalization, saving over \$1 million<sup>2</sup>

## Community Rehabilitation and Treatment Services

### Services provided:

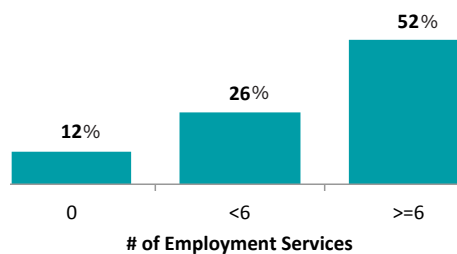
We support Vermonters experiencing serious and persistent mental illness to live and work in their communities by providing recovery-oriented services including:

- Clinical services
- Individual and group therapy
- Psychiatric support
- Clinical assessment
- Day services
- Service planning and coordination
- Community supports
- Employment services
- Emergency services
- Crisis beds
- Housing and home supports
- Peer services and supports
- Representative payee supports

### People's lives are improved:

- 96% have health insurance<sup>2</sup>

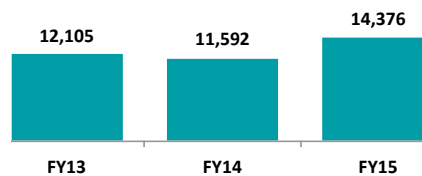
#### Employment services work



### Hospital Utilization:<sup>2</sup>

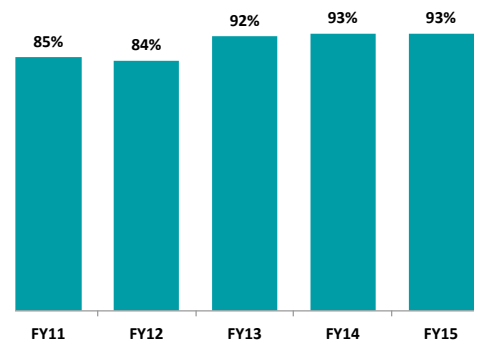
- When our clients need inpatient hospitalization support, we continue to see them quickly after they are discharged
- 5.4 hospital days per CRT client – a 27% increase from FY14

#### # of Hospital Days used by CRT Clients



### We help prevent readmissions by seeing people quickly:

#### % Seen Within 1 week



## Community Partners

Local Hospitals, First Responders, Community Providers, State Agencies, Private Providers, United Way

# Programs for Vermonters in Crisis

## Services provided:

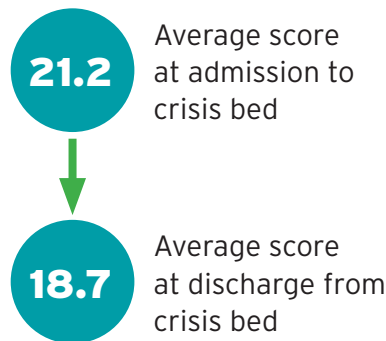
We support Vermonters experiencing mental health and behavioral crises by providing a variety of services in their communities:

- 24/7 mobile emergency and crisis assessment in all communities
- 24/7 emergency/crisis beds were provided by 10 DAs; 67% of adult crisis beds were used by CRT clients
- Crisis beds for clients with Intellectual Disabilities
- Supports for individuals immediately after discharge from a hospital
- Peer-run crisis support programs
- Short term therapeutic supports
- Access to psychiatric and other therapeutic services

## People's lives are improved because they have access to crisis care:

- Our crisis services are available to any individual regardless of diagnosis, client status, or type of insurance
- 1,171 children and adults used 14,262 crisis bed days as an **alternative to hospitalization - a potential \$5 million savings**
- **100%** of agencies report **improvement** of clients **on discharge from crisis beds**

### Acuity Assessment



## Community Partners

Police and First Responders, Emergency Room and Hospital Staff, Community Providers, Crisis Bed and Peer Run Programs

9,642

persons supported through the VCP Network<sup>2</sup>

## Our programs contribute to the following Agency of Human Services Act 186 Indicators of Well-Being for Vermonters:

- Vermonters are healthy
  - Elders and people with disabilities and people with mental conditions live with dignity and independence in the settings they prefer

## We provide quality services:

- Services provided in your community where you are
  - Designated Agencies provided 35 crisis beds in Vermont communities<sup>2</sup>
- Network Agencies provided support and training to law enforcement and first responders
  - 30,238 crisis assessments were provided across Vermont, an 8% increase from FY14
- Designated Agencies provided 33 police agencies with 9 Team Two Trainings, fostering a collaborative approach and supporting people experiencing mental health crises



4,575<sup>3</sup>

persons supported through the VCP Network<sup>2</sup>

### Our programs contribute to the following Agency of Human Services Act 186 Indicators of Well-Being for Vermonters:

- Vermonters are healthy
- Elders and people with disabilities and people with mental conditions live with dignity and independence in the settings they prefer
- Youth successfully transition to adulthood
- Vermont communities are safe and supported

### We provide quality services:

- 1,093 inquiries for services completed in FY15, with 99.5% of these responded to within 48 hours<sup>1</sup>
- The average cost of comprehensive HCBS services is \$56,672

**1,213 clients were employed, (47% of those receiving services) with an average wage of \$9.81/hour, for 9 hours per week resulting in Social Security Income, a savings of \$1,699,763**

## Developmental Services

### Services provided:

We support Vermonters with developmental disabilities through the use of community-based programs:

- Service coordination
- Family supports
- Community supports
- Residential supports
- Therapy services
- 24/7 crisis services
- Respite
- Representative payee supports
- VR employment support
- Integrated family services

### People's lives are improved:<sup>3</sup>

- Our clients contributed \$4,270,506 in wage and payroll taxes
- 525 crisis bed days used for 40 admissions (a 6.3% decrease in bed days from FY14)
- 66 consumers enrolled in post-secondary education with a **90% graduation rate**
- **84% of post-secondary graduates were employed upon graduation**
- **86% of people report they like where they live**
- **88%** report they decide or have help **deciding their daily schedule**
- **93%** report they decide or have help **deciding how they spend their free time**
- **90%** report that they **like where they work**
- **88%** report that their support workers **treat them with respect**
- **99%** (2,798) people **live in independent community settings**

### Categories of assistance:<sup>3</sup>

- 2,917 received comprehensive Home and Community-Based (HCBS) services
- 1,086 received Flexible Family Funding
- 300 children and families received Bridge Case Coordination
- 262 people received Targeted Case Management



### Community Partners

State of Vermont (DAIL, DMH, DCF), Community Groups, State and Local Housing Authorities, Green Mountain Self-Advocates and Local Peer Advocacy Networks, Law Enforcement, Hospitals, Schools and Colleges, Primary Care Providers and Other Medical Providers



# Outpatient Mental Health Treatment Programs

## Services provided:

We support Vermonters seeking services for mental health concerns and conditions through:

- Outpatient brief and longer term mental health therapy
- Assessment services
- Case management support
- Co-occurring treatment
- Coordination with psychiatric providers
- Use of evidenced-based practices for varied mental health conditions
- Services are embedded in primary care practices, schools, and other community settings

## People's lives are improved:

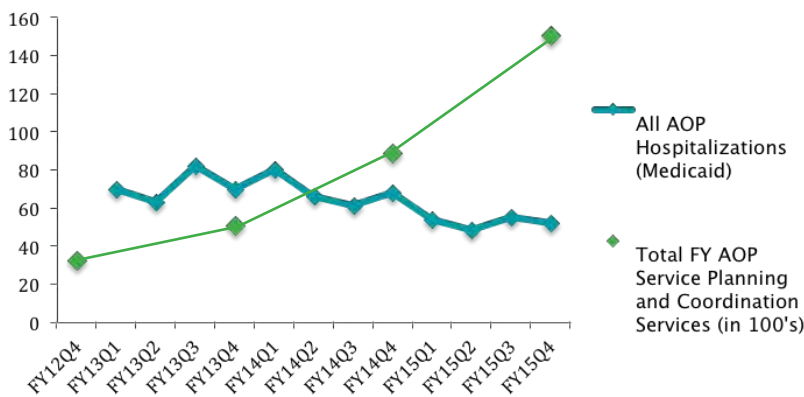
- **44%** of clients were **rated as improved** by their clinicians **upon discharge**

## How our services meet client needs:<sup>2</sup>

- 53% received individual, family and group therapy
- 29% received medication, medical support and consultation services
- 41% received clinical assessment services
- 25% received service planning and coordination
- 32% received community supports
- 6% received emergency/crisis assessment, support and referral

## As we increase services, our clients are hospitalized less

- 199% increase in service planning and coordination services since FY13



**6,566<sup>2</sup>**  
persons supported through the VCP Network<sup>2</sup>

## Our programs contribute to the following Agency of Human Services Act 186 Indicators of Well-Being for Vermonters:

- Vermonters are healthy
- Vermont's families are safe, nurturing, stable and supported
- Elders and people with disabilities and people with mental conditions live with dignity and independence in the settings they prefer



**25% decrease in hospitalizations from Q4FY13**

## Community Partners

Community providers, Schools, Health Care Providers, Law Enforcement, Vermont State Agency of Human Services

5,363<sup>2</sup>

persons supported through the VCP Network<sup>2</sup>

### Our programs contribute to the following Agency of Human Services Act 186 Indicators of Well-Being for Vermonters:

- Vermonters are healthy
- Vermont's communities are safe and supportive
- Elders and people with disabilities and people with mental conditions live with dignity and independence in the settings they prefer

### We provide quality services:

- All of our Network Agencies provide co-occurring treatment
- 8 Designated Agencies are the designated ADAP providers out of a total network of 14 ADAP designated providers
- 2,742 public inebriate screenings provided
- 1,383 people were lodged in Designated Agencies public inebriate beds<sup>1</sup>

## Substance Use Disorders and Prevention Programs

### Services provided:

We support Vermonters who are in recovery or who are experiencing difficulties with substance use issues through:

- Outpatient substance abuse services for adults and youth
- Intensive outpatient programs
- Medication Assisted Treatment (Hub and Spoke Model)
- Project CRASH (Drinking Driver Rehabilitation Program)
- Public inebriate beds
- Substance use treatment court programs
- Short term social detoxification programs
- Coordination with intensive residential treatment programs
- Anonymous treatment for intravenous drug users

### People's lives are improved:

- **50.4%** of public inebriate screens were **diverted from jail** and lodged in our public inebriate beds, increasing access to treatment for substance use issues

### Upon discharge from programs:

- **40%** were rated as **"improved"**<sup>2</sup>
- **57%** have **decreased substance use**
- **55%** have **improved functioning**



### Community Partners

Community and Residential Substance Abuse Providers, First Responders and Law Enforcement, Community Medical Providers, Other Human Serving Agencies and Programs

# Innovations and Challenges

## INNOVATIVE PRACTICES

VCP Network Agencies provide innovative programs that best address the needs of the communities statewide<sup>1</sup>

### Network Agencies provide evidence-based care

- Trauma treatment models for children, adults and families with demonstrated effectiveness preventing and treating conditions such as Post Traumatic Stress Disorder
- Increasing substance abuse treatment options, including Medication Assisted Treatment, to promote recovery from substance use disorders
- Wellness programs within CRT promoting recovery and improved physical health



### Network Agencies improve access to care

- Participation in the Integrating Family Services pilots, working to improve access to quality prevention and intervention programs for children

and their families through coordinated community initiatives

- Increased acute care options for adults with significant mental illness decreasing Emergency Department utilization
- Trained peer programs or peer-managed organizations help individuals with mental health and co-occurring conditions achieve recovery

### Network Agencies continue to implement cutting edge programming

- Implementation of Open Dialogue, a network based approach for people experiencing psychiatric crises and conditions
- College Steps and other post-secondary school-to-work programs support inclusion of people with Intellectual Disabilities in college classrooms resulting in competitive employment
- Promotion of Mental Health and Youth Mental Health First Aid within communities in conjunction with First Responders and Law Enforcement

## CHALLENGES

VCP Partner Agencies struggle with significant challenges that limit our ability to provide even more innovative care<sup>1</sup>:

### Workforce and funding instability

- Ongoing difficulty recruiting and retaining quality staff due to low Medicaid reimbursement rates
- High turnover rate (27.5% since FY13) across all partner agencies
- Funding for Network Agencies fails to keep pace with inflation



### Resource stability and funding constraints

- Significant cut to CRT employment program reduces availability of employment services

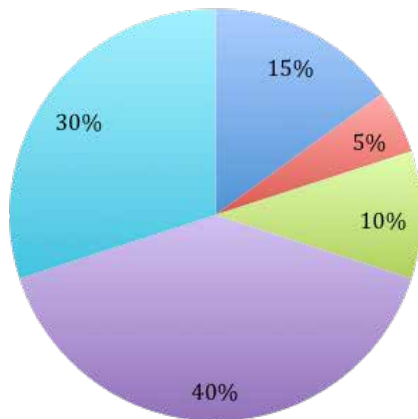
- Medicaid rate reduction for group therapy decreases access to cost-effective and evidence-based practices that reduce wait time
- Reduction to reimbursement for services for children and youth with Autism Spectrum Disorder decreasing the availability of services
- Inflexible funding streams, making it hard to meet individual needs in a cost-effective way

### Technology challenges

- Electronic Health Records implementation efforts are underfunded limiting our ability to fully partner with larger health care providers
- Maintaining existing technologies and implementing newer and more efficient systems are hindered by recruitment and retention issues
- Regulatory hurdles impede interconnecting systems and limit our ability to participate fully in the Vermont Health Information Exchange (VHIE)

# Health Care Partnerships and Integration

## Our programs address the Social Determinants of Health



- Social Circumstances
- Environmental Exposure
- Health Care
- Behavioral Patterns
- Genetics

- The VCP Network recognizes the close relationship between an individual's social circumstances, behavioral patterns, and environment upon overall health
- Our programs support health by integrating services across environments to maximize their impact upon an individual's functioning and recovery

## VCP Network Agencies work collaboratively with primary care and other health care providers in a variety of ways to promote optimal health outcomes for the people we support

- **100%** of Network Agencies have **collaborative relationships** with medical providers, medical centers and/or FQHC's
- **42%** have **medical services** provided **on site** by a partnering provider
- **42%** provide **psychiatric consultation** to other medical providers and elder care programs
- **33%** participate in or support **referrals** to the **hub and spoke** model
- **42%** provide **services in hospitals** and emergency rooms
- **33%** place **clinicians in primary care** through Vermont Blueprint for Health funds
- **58%** provide a **co-located clinician** in a medical office to address mental health and/or substance use issues
- **100%** of agencies **provide nursing staff** who provide medical support to **sustain community living**
- **33%** have **worked with health providers** to develop needed **community based programs and services**
- **100%** of Designated Agencies provide **24/7 crisis services**
- Network Agencies have **clinical staff working in 66%** of the **schools** in their catchment areas.

## We partner with many community-based entities to promote integrated health care

- Community Health Teams
- Community Care Collaboratives
- Unified Community Collaboratives
- SASH
- Law Enforcement
- Nursing Homes
- Residential Programs
- Schools
- Housing programs
- Economic and social services
- Other Health Care and Educational Settings

## Some changes we are working on

- Vermont Care Partners is participating in state payment reform opportunities working to achieve a value-based payment system
- VCP promotes the sharing of Personal Health Information to improve care coordination with primary care and collaborative teams, resulting in improved client outcomes