



HOWARD CENTER SUBSTANCE ABUSE PROGRAMS AT A GLANCE

PROGRAM: **CHITTENDEN CLINIC**

1097 PEOPLE SUPPORTED IN FY15

PROGRAM DESCRIPTION- The Chittenden Clinic provides outpatient medication assisted treatment for clients struggling with opioid addiction.

KEY PROGRAM IMPACT: After 3 months of treatment, 92% of urine screens were opioid negative

PROGRAM: **FRANKLIN GRAND-ISLE SUBSTANCE ABUSE PROGRAMS**

887 PEOPLE SUPPORTED IN FY15

PROGRAM DESCRIPTION- Franklin Grand-Isle Substance Abuse programs provide substance abuse treatment in an outpatient environment including public inebriate beds, individual/group therapy, medical care and case management.

KEY PROGRAM IMPACT: Of the 324 lodged at the Public Inebriate Bed, 100% of those clients were diverted from jail

PROGRAM **SAFE RECOVERY**

12,577 MEMBER VISITS IN FY15

PROGRAM DESCRIPTION- Safe Recovery provides harm reduction services to individuals using heroin or other opioids including needle exchange, HIV counseling and testing, Nalaxone distribution and education.

KEY PROGRAM IMPACT: In FY15, 210,819 syringes were accepted back and safely disposed by Safe Recovery Staff

PROGRAM **PINE STREET COUNSELING SERVICES**

1419 PEOPLE SUPPORTED IN FY15

PROGRAM DESCRIPTION- Pine Street Counseling provides evidence based outpatient services for adults dealing with issues of mental illness and substance abuse.

KEY PROGRAM IMPACT: 88% of people responding to the Howard Center Satisfaction Survey said that that the services made a difference

PROGRAM **CRIMINAL JUSTICE PROGRAMS**

168 PEOPLE SUPPORTED IN FY15

PROGRAM DESCRIPTION- Mental Health Court Programs provide a specialized model in which the judiciary, prosecution, defense bar, and Howard Center work together to help non-violent offenders find restoration in recovery and become productive citizens.

KEY PROGRAM IMPACT: 53% of Clients discharged from the Substance Abuse Court Program were rated as "improved"

PROGRAM **CENTERPOINT**

803 PEOPLE SUPPORTED IN FY15

PROGRAM DESCRIPTION- Centerpoint provides a full array of substance treatment & educational supports and services to teens, young adults, and their families.

KEY PROGRAM IMPACT: 100% of clients satisfaction survey respondents reported that they were able to get Centerpoint Services when they needed them

PROGRAM: CHITTENDEN CLINIC
1097 PEOPLE SUPPORTED IN FY15

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED:

Vermonters are healthy

Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer

Treatment for Vermonters Struggling with Opioid Addiction

- Outpatient Medication Assisted Treatment Program and medically supervised withdrawals
- Medical care with screening for HIV, STDS, Hepatitis and other medical conditions
- On-site laboratory services
- Assessment for opioid dependence and other drugs
- Medication assisted maintenance therapy (methadone/buprenorphine)
- Pregnancy testing, and birth control education
- Hepatitis A and B, Tdap, pneumovax vaccinations
- Drug and alcohol counseling/rehabilitative treatment planning (individual and group)
- Individual and group counseling for substance use disorders and co-occurring mental health issues
- Care coordination and management

PARTNERS

- University of Vermont Medical Center
- University of Vermont Department of Psychiatry
- Community Medical providers who provide Office Based Opioid Treatment
- Howard Center programs and other community providers

Program Impact

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- 95% of clients felt staff treated them with respect
 - 97% of clients said they received the services that were right for them
 - 97% of clients said they received the help they needed
 - 83% of clients said they were able to get the services when they needed
 - After 3 month of treatment⁵:
 - 92% of urine screens were opioid negative
 - 89% of urine screens were cocaine negative
 - 97% of urine screens were benzodiazepine negative
 - 98% of clients reported that services made a difference⁴
 - 81% of clients reported that because of services they were better able to cope when things went wrong

NCQA: The Chittenden Clinic as the first OTP provider in the country to receive a certification from the National Committee of Quality Assurance

PROGRAM FRANKLIN GRAND-ISLE SUBSTANCE ABUSE PROGRAMS
887 PEOPLE SUPPORTED IN FY15

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED:

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SERVICES FOR PEOPLE WITH SUBSTANCE USE DISORDERS

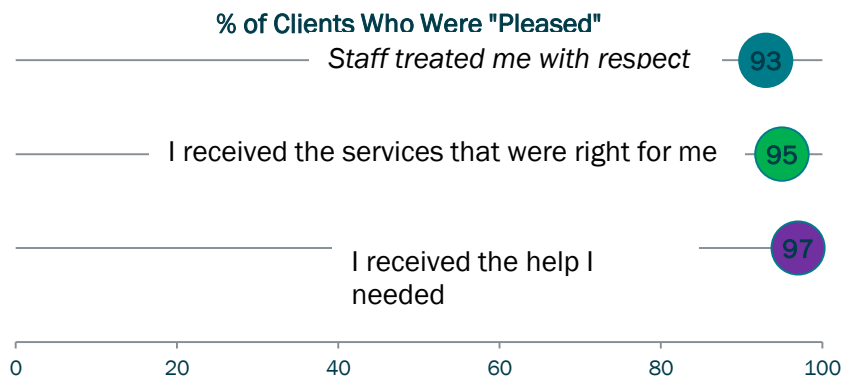
- 2 Public Inebriate Beds
- Substance Abuse Treatment in an outpatient environment including: Intensive Outpatient, individual ,and group
- Coordination with medical providers
- Case Management

PARTNERS

- Northwestern Medical Center
- Turning Point
- Other local community providers

PROGRAM IMPACT

- | | |
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| <ul style="list-style-type: none"> • 324 lodged at the Public Inebriate Bed, 100% diverted from jail • From the Annual Perception of Care Survey: <ul style="list-style-type: none"> ○ 97% of those responded to the Annual Perception of Care survey indicated that they were able to get the services when they needed them. ○ 94% said they felt they were receiving high quality care | <ul style="list-style-type: none"> • 41% of the 938 people discharged from outpatient and intensive outpatient services were rated as “improved”. It is notable that 17% of those discharged did not have their condition rated. • 97% of those responded to the Annual Perception of Care survey indicated that they felt that they were better able to cope when things go wrong |
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PROGRAM SAFE RECOVERY

12577 MEMBER VISITS IN FY15

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED:

Vermont's families are safe, nurturing, stable and supported

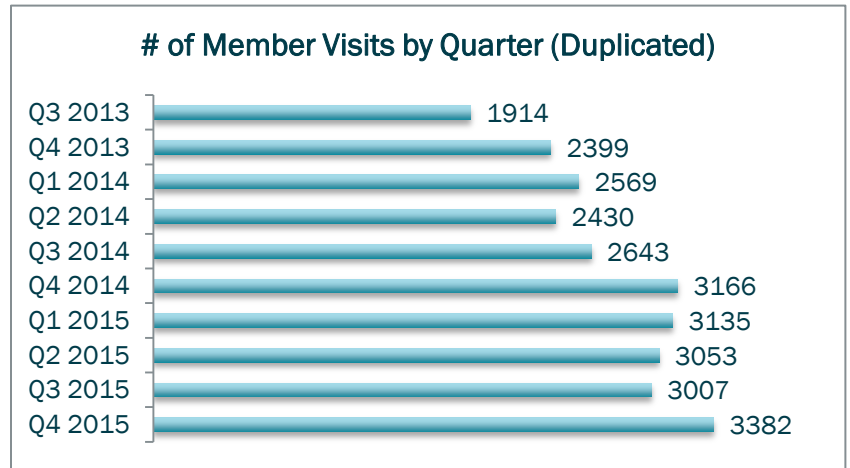
Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer

SUPPORT FOR PEOPLE WHO USE OPIATES AND WHO INJECT DRUGS

- Syringe exchange
- Prevention case management
- HIV counseling and testing
- HCV testing
- Hepatitis A and Hepatitis B vaccination
- Education about preventing HIV, HCV and drug overdose
- Naloxone distribution and education
- Outreach including in correctional facilities
- Supports to secondary contacts or acquaintances of clients
- No wait list
- Services offered at no cost

PARTNERS

- Howard Center providers
- Vermont Department of Health
- Vermont Department of Corrections
- University of Vermont Department of Psychiatry
- University of Vermont Medical Center
- Local Law Enforcement and First Responders



PERFORMANCE MEASURES

- 16.4% increase from FY14
- 408 new members exchanging syringes in FY15
- 1060 of Naloxone kits provided
- Satisfaction Results from Howard Center Satisfaction Survey, 100% (n=13) clients polled responding positively to:
 - "I received the help I needed"
 - "The services I received were right for me"
 - "Staff treated me with respect"
- 100% (n=13) clients asked said that the services made a difference
- 210,819 syringes accepted back and safely disposed, a 14.7% decrease from the prior fiscal year
- 197 overdose reversals reported to Safe Recovery in FY15

PROGRAM PINE STREET COUNSELING SERVICES

1419 PEOPLE SUPPORTED IN FY15

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED:

Vermont's families are safe, nurturing, stable and supported

Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer

SUPPORT FOR ADULTS WITH MENTAL ILLNESS AND SUBSTANCE USE ISSUES

- Clinical Mental Health and Substance Use Assessments, Diagnosis and Recommendations
- Wellness promotion
- Culturally competent, trauma informed care
- Evidenced-based individual and group therapies
- Case management
- Psychiatric consultation
- Individualized treatment planning intensive outpatient counseling
- Gender responsive training
- Relapse prevention training
- Connection and recommendation for self-help opportunities

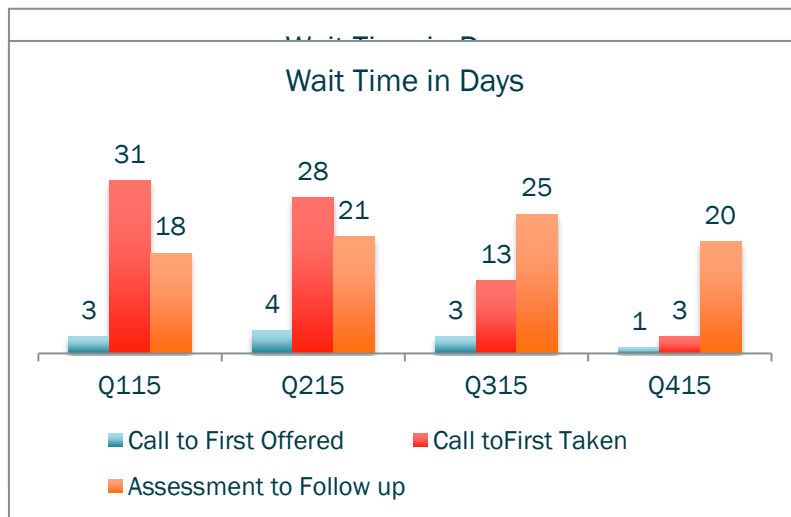
PARTNERS

Howard Center providers

Community providers

PROGRAM IMPACT

* PSCS has significantly improved wait time for services:



- Satisfaction Results from Howard Center Satisfaction Survey, % of clients responding positively:
 - 76% - "I received the help I needed"
 - 80% - "The services I received were right for me"
 - 93% - "Staff treated me with respect"
- Responses to ADAP annual questionnaire, % of clients responding positively:
 - 56% "I am receiving high quality services at this agency"
 - 61% - "I helped to develop my treatment goals"
 - 69% - "The people I went to for services were sensitive to my cultural background"
 - 91% - "I was able to get services at this program when I needed them"

- 88% of people responding to the Howard Center Satisfaction Survey said that the services made a difference
- 83% of those responding to the ADAP annual Perception of Care survey said that "As a result of services I am receiving, I am better able to cope when things go wrong"
- When reviewing only the clients for which the disposition upon discharge is completed in the record, 65.4% condition was rated as "improved"

PROGRAM CRIMINAL JUSTICE PROGRAMS

168 PEOPLE SUPPORTED IN FY15

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED:

Vermont's families are safe, nurturing, stable and supported

Vermont's elders and people with disabilities and people with mental conditions live with dignity in settings they prefer

Programs Supporting Vermonters Involved in the Judicial System

ADULT DRUG TREATMENT AND MENTAL HEALTH COURT PROGRAMS (145 clients)

- problem-solving court focusing on restoration and recovery
- individualized treatment plans
- ongoing judicial monitoring

- NORTHERN LIGHTS Residential program assisting each women with building a safe, healthy and productive life through (23 women)
 - individual and group therapy,
 - parenting support,
 - employment training through collaborations with community partners

PARTNERS

Howard Center providers
 Department of Corrections
 State's Attorney's Office
 Vermont Judiciary
 The Turning Point Center
 Community Providers

Vermont Parent Representation Center
 Vermont Works for Women
 Mercy Connections
 United Way
 Lund Family Center
 Spectrum

PERFORMANCE MEASURES

"How Much"

145 Clients supported in court programs

23 women were assisted in Northern Lights

"How Well"

Howard Center Satisfaction Questionnaire

- All Court Programs - % of clients "pleased" (n = 34)
 - 92% - I received the help I needed
 - 86% - I received the help that was right for me
 - 95% - Staff treated me with respect
- Northern Lights - % of clients "pleased" (n = 7)
 - 86% - I received the help I needed
 - 86% - I received the help that was right for me
 - 71% - Staff treated me with respect

"Better off"

- % reporting that the services made a difference:
 - 89% - All Court Programs
 - 71% - Northern Lights
- % clients rated as "improved" upon discharge by their clinician:
 - 42% - Mental Health Court
 - 53% - Substance Abuse Court
 - 27% - Northern Lights

PROGRAM CENTERPOINT

803 CLIENTS SUPPORTED IN FY15

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED:

Youth choose healthy behaviors

Youth successfully transition to adulthood

PROGRAM DESCRIPTION

Centerpoint is an affiliation of the Howard Center, NFI Vermont, and Matrix Health Systems. Centerpoint provides a full array of treatment & educational supports and services to teens, young adults, and their families faced with emotional, behavioral, mental health, substance abuse, or special learning needs

SERVICES PROVIDED

- **Psychiatric and mental health evaluation**
- **Substance abuse screening and assessment**
- **Outpatient Counseling**
- **Family counseling and parent support**
- **Integrated special education and mental health day treatment**
- **Intensive outpatient treatment**
- **Gender-specific treatment services**
- **Case management and community supports**
- **Counseling for college-aged youth**

PARTNERS

Public Schools throughout Northwestern Vermont

Washington County Youth Service Bureau and the Vermont Youth Treatment Enhancement Program

The Vermont Drug and Alcohol Advisory Council

The Vermont Association of Addiction Treatment Providers

Vermont Department of Health- ADAP

PERFORMANCE MEASURES

“How Much”

-
- 337 Assessments and Evaluations were provided in FY15
 - 66 students, from age 9-18, participated in FaceTime health promotion, substance abuse, prevention, and youth development activities.
 - 45 parents participated in the YouParent ‘Meet Ups,’ designed to help build skills, strategies, & supports.
 - Groups include 5 nationalities and 7 primary language

“How Well “

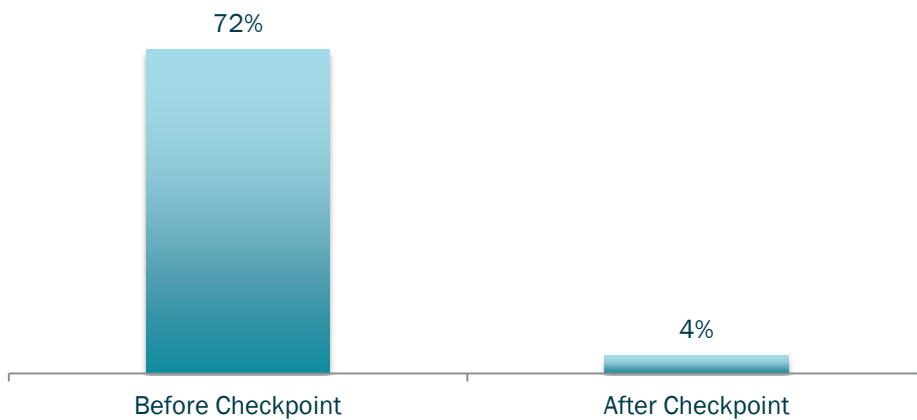
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- 100% of clients satisfaction survey respondents reported that they were able to get Centerpoint Services when they needed them
 - 1.6 Days – Average waiting time for an initial assessment
 - 6.7 Days – Average waiting time for a follow-up counseling appointment

PROGRAM CENTERPOINT (cont.)
803 CLIENTS SUPPORTED IN FY15

“Better off”

- Recidivism rate before Project Checkpoint 72% Recidivism rate after Project Checkpoint 4%

Recidivism Rate: Students who were caught in violation of the school's substance use policy who subsequently had additional violation(s)



Quotes-

“I wanted to thank you all, and everyone else at Centerpoint, for everything you do for our daughter]each day. I was teary eyed listening to her success and how confident and proud she is of herself”.