

PROGRAM:

ARCh (Accessing Resources for Children)

296 CLIENTS SUPPORTED IN FY15

PROGRAM DESCRIPTION

ARCh (Accessing Resources for Children) is a collaboration between Developmental Services and Children's Mental Health to provide integrated support services to children up to the age of 22.

PERFORMANCE MEASURES

HOW MUCH

- **201 children and their families** received care coordination support.
- **70 children** received support from living skills staff.
- **230 families** received family managed respite*.

HOW WELL

- **94%** said **staff treated them with respect.**
- **85%** said **they received services that were right for them.**
- **Wait list reduced by 68 people.**

BETTER OFF

 **82% increase** in families able to **access family-managed respite support.**

**Family Managed Respite is also utilized by children who are not receiving ARCh services.*

PARTNERS: Integrating Family Services, Chittenden County schools, pediatricians, Vermont Family Network, KidSafe Collaborative

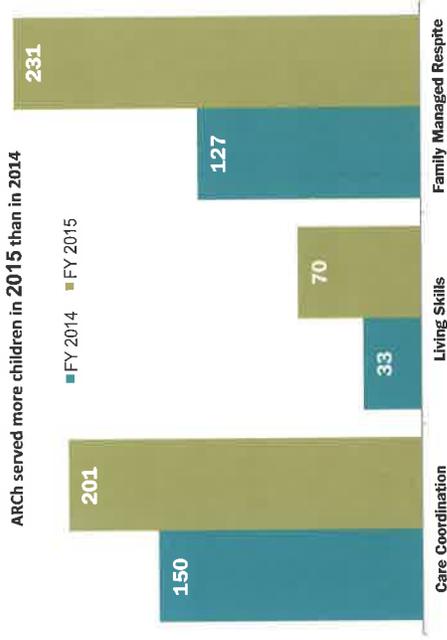


SERVICES PROVIDED

- Care coordination
- Family support services
- Specialized behavior consultation
- Living skills program
- Family managed respite

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth successfully transition to adulthood.
- Vermont's families are safe, nurturing, stable and supported.



91% said the services that they received made a difference.

PROGRAM:

Early Childhood Program

257 CLIENTS SUPPORTED IN FY15

PROGRAM DESCRIPTION

The Early Childhood Program (ECP) offers a multi-service array to create conditions for a safe and nurturing environment for families with children, birth through school-age, to play, learn, and grow together.

PERFORMANCE MEASURES

HOW MUCH

- **9,800** clinical services provided in FY15.



96% of families are **contacted within 5 days** of receiving a referral.

HOW WELL

- **97%** of families agreed that **ECP utilized the strengths of their family.**
- **97%** of families agreed that **they received the help they needed.**
- **100%** of families agreed they were **treated with respect.**
- **100%** of parents/guardians would **recommend ECP** to others.

BETTER OFF



97% of families reported the service they received made a positive difference.



82% of guardians reported **reduced parenting stress** after receiving Parent-Child Interaction Therapy as reflected by Total Parenting Stress Scores on the Parenting Stress Index (PSI).

PARTNERS: Children's Integrated Services, child care centers, The Caring Collaborative, Chittenden County public schools, Essential Early Education, Head Start



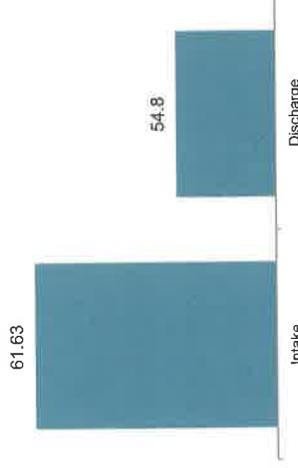
SERVICES PROVIDED

- Clinical interventions
- Parental Support and Training
- Assessment
- Parent Child Interaction Therapy
- Service planning and coordination
- Community supports
- Consultation and Training
- Early Connections
- Winooski Family Center

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont's families are safe, nurturing, stable and supported.
- Children are ready for school.

Pre and Post Total Behavior Problem Scores on the Child Behavior Checklist (CBCL)



“Not only did my son’s worker just help with my son, she helped me learn how to interact with him in more positive ways.”



SERVICES PROVIDED

- Individual and group supportive counseling
- Parental training and support
- Advocacy
- Case management
- Clinical assessment and treatment planning
- Community supports
- Social skill development

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Vermont's families are safe, nurturing, stable and supported.
- Children are ready for school.

PROGRAM:

School Services

795 CLIENTS SUPPORTED IN FY15

PROGRAM DESCRIPTION

The School Services Program has masters level clinicians who provide services to address barriers within the child, home, school, and community that interfere with student achievement.

PERFORMANCE MEASURES

HOW MUCH

- Clinicians are co-located in **47 schools** around Chittenden County.
- Clients and families received **2,401 service referrals** from clinicians.

HOW WELL

-  **96%** of school staff agreed that **services provided by the program were right for their student.**
-  **95%** of students reported that they **were treated with respect** by school services staff.

BETTER OFF

-  **91%** of parents/guardians reported that their **quality of life improved** as a result of the services provided.
-  **60%** of students with a history of problematic absenteeism **improved school attendance** after receiving services.
-  **89%** of students receiving school services either **improved or sustained academic performance** in literacy.



“My School Services clinician is incredible in stressful situations. She looks at the whole picture and makes educated decisions.”

PARTNERS: Chittenden County Public Schools, Vermont independent schools



PROGRAM:

First Call

2,027 CLIENTS SUPPORTED IN FY15

SERVICES PROVIDED

- 24/7/365 phone support and mobile face-to-face outreach in Chittenden County
- Assessment and intervention
- Referrals, follow up, phone checks, and care coordination
- Crisis respite
- Suicide prevention training
- Post-vention/post-tragedy response
- Discharge planning
- Connection to medical and dental homes
- Assistance in applying for Medicaid insurance

VERMONT AGENCY OF HUMAN SERVICES POPULATION OUTCOMES ADDRESSED

- Youth choose healthy behaviors.
- Youth successfully transition to adulthood.

PROGRAM DESCRIPTION

First Call is the children's crisis service for Chittenden County and the intake line for all of Howard Center's Child, Youth, and Family Services (CYFS). The primary goal of First Call is to support children and families in crisis and to help them identify and access needed services.

PERFORMANCE MEASURES

HOW MUCH



Community **presentations** and **trainings** by First Call staff on topics including suicide prevention, understanding self-harming behaviors, and youth risk and resilience reached close **to 500** professionals and community members.

HOW WELL

- **98%** of calls are responded to **within 15 minutes** by a First Call Crisis Clinician.



Crisis clinicians arrived to a crisis within one hour of the request 63% of the time.

BETTER OFF



There were 108 times that a **First Call intervention prevented a child from going into DCF custody** as "unmanageable."



29 families were given information about Medicaid insurance and **5 families** were assisted in applying for Medicaid.



1,259 assessments were conducted by crisis clinicians.

PARTNERS: Police, schools, mental health professionals, youth serving community providers, primary care physicians