



House Health Care Committee

TESTIMONY

George Karabakakis, Ph.D., CEO

Anne Bilodeau, Chief Operating Officer

Kate Lamphere, LICSW, QMHP, Chief Clinical Services Officer



Overview



- Founded in 1967
- Serving southeastern Vermont

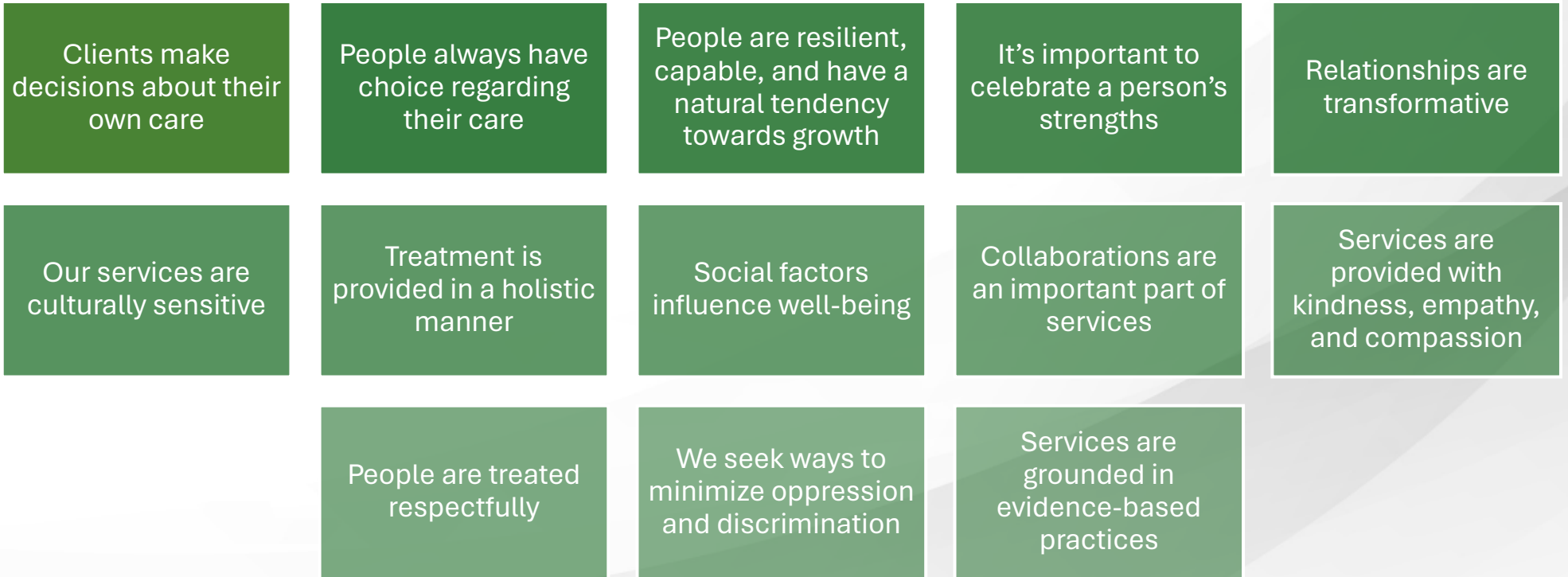
Our **MISSION** is to provide creative, collaborative, and compassionate health care services that are responsive to the needs of our communities. We **ENVISION** a community where people are inspired, empowered, and supported to lead healthy and meaningful lives.



HCRS Programs & Services



Person-Centered Philosophy of Care



Programs

- Adult Outpatient Services
- Community Rehabilitation & Treatment (CRT) Services (for adults with acute mental health needs)
- Children, Youth, and Family Services
- School-Based Services & Therapeutic School
- 24/7 Emergency and Crisis Response Services
- Peer Support and Advocacy
- 24/7 Emergency Services
- Substance Use Treatment
- DUI Docket Court Program
- Residential Services
- Developmental Disabilities



Delivering High Quality, High Value Health Care



Performance Measures & Outcomes

- Client Survey Data
- Value Based Payment Measures
- Actual Client Outcomes

Practice Improvement

- Assessment Tools
- Client Diagnosis
- Service Duration/Density Monitoring
- No Show Rate
- Innovative Practices

Anxiety

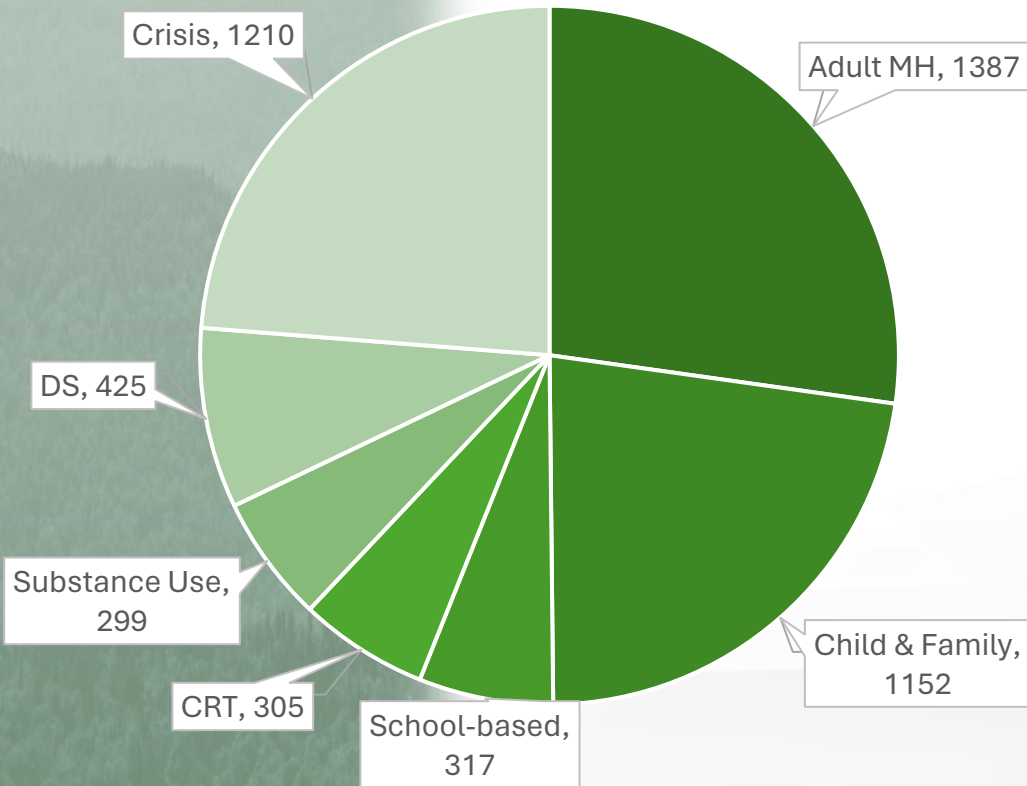
Mood
Disorders

Substance
Use
Disorders

Behavioral
Issues in
Children

By the Numbers

People Served by Program
2023



19
Locations

420,381
Hours of
Services
(FY23)

51
Towns
Served

16%
of VT's
population

1,775
Square
miles

1,234,000
Miles
Driven



Planning for the Future



Sustainability

- Grant Funding
- Certified Community Behavioral Health Center (CCBHC) Implementation
- Regional Projects
- Collaborations & Partnerships
- Town Funding

Collaborations

“We’re proud of our more than 200 partnerships with other organizations across Windsor and Windham counties”

Health Care

- Hospitals
- Primary Care
- FQHCs
- Veterans Administration

Other Providers

- Medication Assisted Treatment
- Recovery Centers
- Housing
- Senior & Youth Services
- Many More

Criminal Justice

- Court DUI Program
- Law Enforcement
- VT State Police



Ensuring Efficient Operations



Administrative Costs & Fees

- Administrative Costs
- Workforce Considerations
- Fee Schedules
- 3rd Party Insurers

Technology & Systems

- Electronic Health Record
- Internet Access
- Telehealth
- Looking to the future - AI

Our Most Valuable Asset

449

Full-Time Staff

108

Part-Time Staff

118

Contracted Home Providers

7

Interns

2024
BEST
PLACES
TO
WORK
IN VERMONT

Workforce Data

520

Full Time Positions

- 449 Filled
- 71 Open

16%

2023 Turnover

- Residential Specialists – 30%
- Direct Support Professionals – 14%

Recruitment Strategies

- Referral Bonuses
- Hiring Bonuses
- Online Recruitment

Retention Strategies

- Culture of Care
- Culture Committee
- Benefits
- Flex / Remote Work Options
- Staff Perks

Agency Highlights

- 90% Client Satisfaction Rating
- CCBHC Planning and Implementation Grant
- Statewide Mobile Crisis Program
- Innovative Services
 - Peer Support Program
 - Police Social Work Program
- Best Place to Work in VT (4th year in a row)

2024

BEST
PLACES
TO
WORK
IN VERMONT

Challenges



- Rising Costs
- Funding
- Staff Retention and Recruitment
- Increasingly Higher Acuity
- Intense Complex Needs
- Social Determinants
 - Housing
 - Transportation
 - Poverty

Statewide Mobile Crisis

- Launched January 1, 2024
- Implemented in less than one year
- Statewide coverage
- 2-person, in-person multi-disciplinary response
- Expanded to include substance use crises
- Partnered with 9-8-8
- www.GetHelpVT.org



Just remember this,

We provide a 2-person mobile team of mental health professionals who can come to you when you need help the most.

GetHelpVT.org



Questions???

Thank you for inviting us to speak with you about the incredible work happening in southeastern Vermont as well as the many challenges we're experiencing in meeting the needs of our communities.