

Designated Agency for
Orange County and
Upper Windsor
County



Services

Designated Populations we Serve

Community Rehabilitation and Treatment (CRT)

Child, Youth and Family Services (CYFS/SED)

Emergency Services

Additional Populations we Serve

Adult Outpatient Services

Peer Services

School Services

Substance Use Disorder Services

Criminal Justice Services

Residential Services

Number of Vermonters Served

# served (calendar year)	2019	2020	2021	2022	2023	2024 Q1
Access	1174	1039	1006	1055	768	180
AOP	650	771	910	787	811	469
Child & Family	559	537	618	529	518	346
Criminal Justice	77	90	99	88	90	63
CRT	162	152	152	150	156	131
Emergency	384	277	289	253	364	96
SUD	475	430	342	282	275	138
Schools	109	76	115	127	119	103
Total served w/programs	3700	3450	3789	3953	4305	1578
Total Agency-unduplicated	2243	2089	2146	1889	1943	1253

Human Resources/Staffing

Successes

- Rehiring past CMC staff who left for a period of time
- Robust graduate internship opportunities that provide licensed clinical supervision
- Strengthen health insurance benefit over past 8 years
- Flexible work arrangements
- Decreased staff turnover rate

Challenges

- Current vacancy rate of 10.73%
- 19 open FTE positions – 18 are clinical/direct care and 1 administrative
- Most significant challenge in recruitment of master level clinicians with licensure
- Disproportionate challenge in filling positions at more remote locations

Agency Strengths and Challenges

Strengths

- CCBHC grant implementation and leadership with state system of care
- Strong community partnerships
- Dynamic electronic health record
- DEIB work woven throughout agency
- Training ground for clinical staff
- Same Day Assessments and no wait list for services
- Integrated Dual Diagnosis Treatment
- Wellness Programming
- Strong Leadership team

Challenges

- Divided service area among other state partners
- Limited pool of applicants for open positions and unstable workforce without ability to provide cost-of-living increases
- Rural geography – lack of public transportation and wi-fi connectivity
- Lack of available housing for both clients and staff
- Administrative documentation and reporting burdens

DA/SSA System Needs

- Continued legislative support for rate increases to maintain essential services for vulnerable Vermonters
- Need for predictable, flexible and sustainable funding
- Investments in the broad system of care and upstream, preventative services which have long-term cost savings and essential to the global health of Vermont.
- Investment in affordable housing for the population we serve as well as general housing for new staff relocating to and around VT
- Reduction in administrative burdens which decrease availability to provide clinical services
- Support current underfunded programs to maximize availability prior to new initiatives that replicate services that are currently being provided