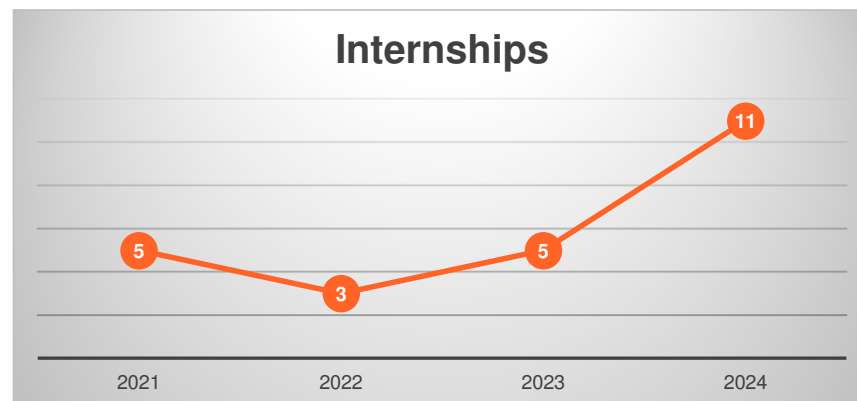


NKHS Employment Data

Impact of Legislature's Increased Payment Rates for DAs
Current Staffing Level as of 11/21/24 - 523

	Starting Headcount	Ending Headcount	Voluntary Turnover %	Involuntary Turnover %	Total Turnover
FY '25 Q1	503	508	5.5%	2.8%	8.3%
FY '24 Q1	485	502	4.3%	2.4%	6.7%

- Master's Internships
- Supervision for LADC
- Supervision for LCMHC
- Supervision for PMHNP



Culture and Climate

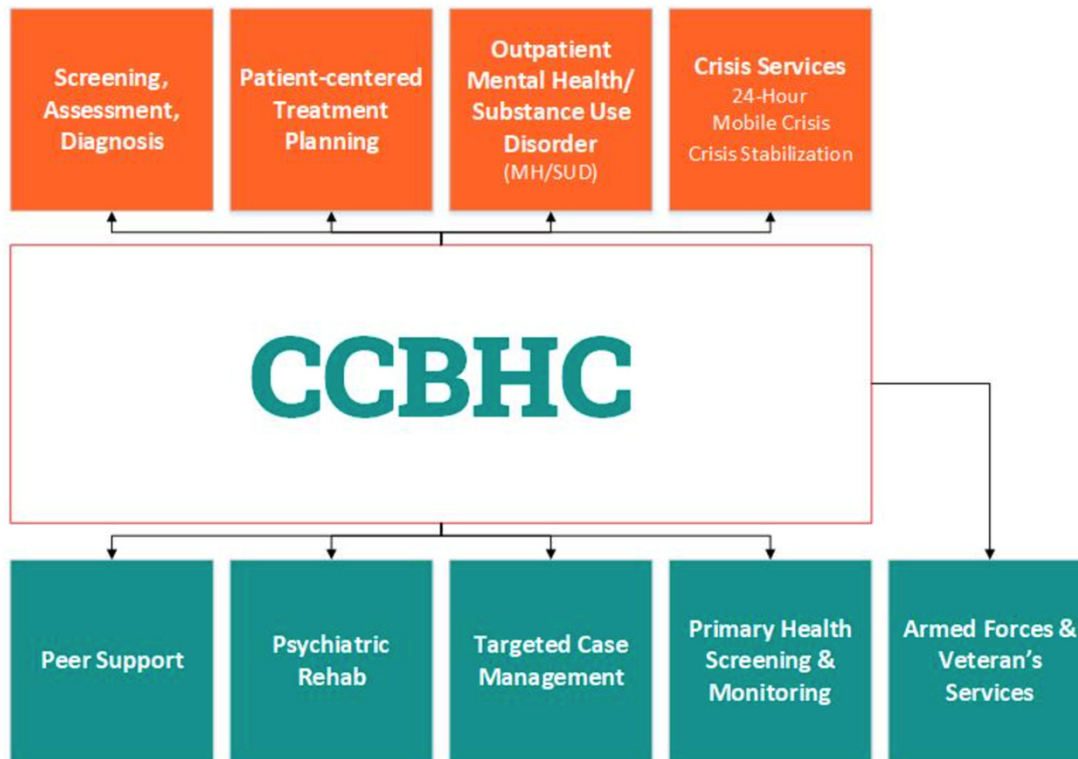
What single change would make you more likely to recommend NKHS to a friend or family member?

Pay and Benefits - 46%
(it was 42% in 2022 and 31% in 2023 but did not include benefits in past years)



Certified Community Behavioral Health Clinic

NKHS – 4-year PDI (2022-2026)



Ensure access

to integrated, evidence-based substance use disorder and mental health services

Meet stringent criteria

access, quality reporting, staffing and coordination with social services, criminal justice and education systems.

Receive flexible funding

to support the real costs of expanding services to fully meet the need for care in their communities.



Mental Health and Co-Occurring

Designated Agencies are your expert, specialty care for MH and Co-Occurring Supports.

NKHS provides a continuum of services including, Emergency Services, Adult Outpatient, and Community Rehabilitation and Treatment, with a focus on serious and persistent mental illness (SMPI) and serious emotional disturbances (SED).

Therapy

Case Management

Care Coordination

Peer led WRAP Groups

CARE Bed – 2 bed Hospital Diversion

Employment Support

Psychiatric Med Management

Therapeutic Groups

Embedded MH Clinicians with Police

Mobile Crisis

988 Call Center

Peer Support

VA Community Care Network credentialed

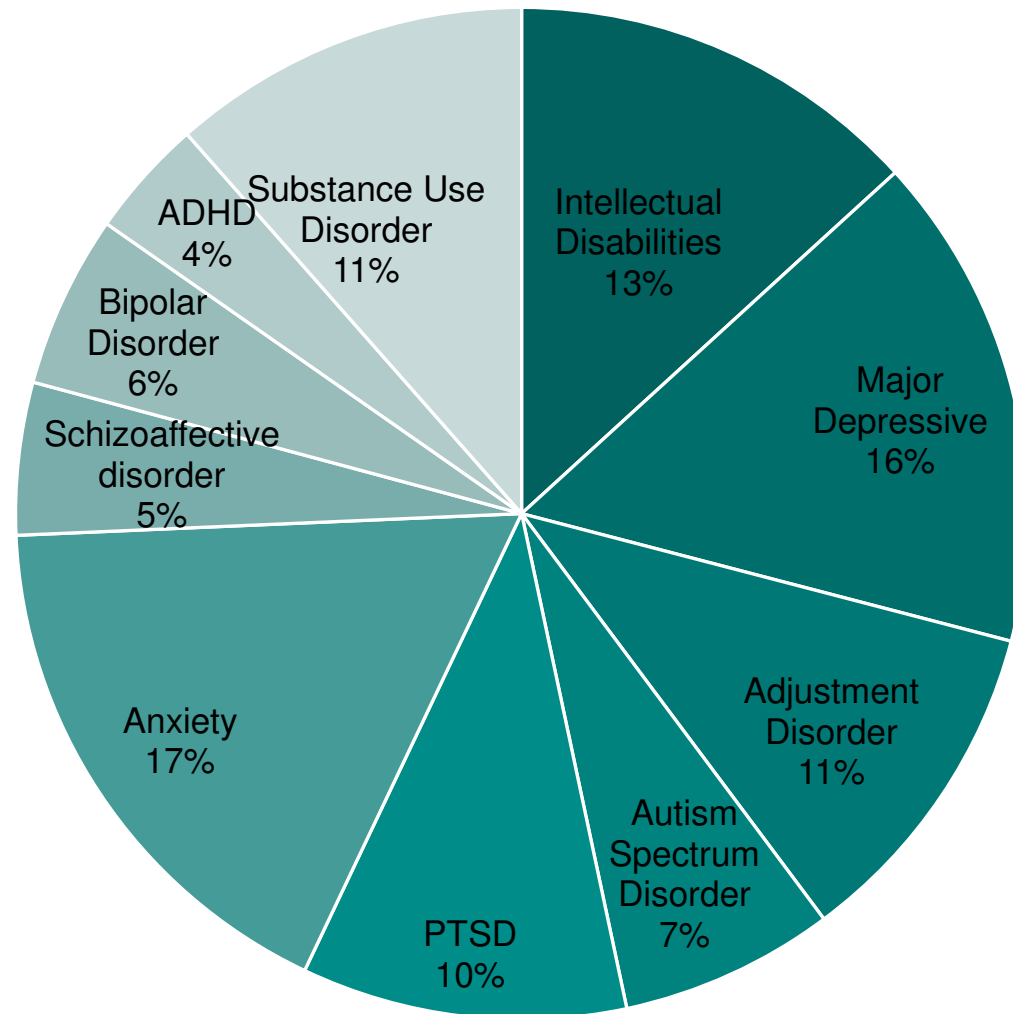


Home and Community Based Opportunities

- **Public Safety**
 - Local Crisis Continuum
- **Affordability**
 - Keep people in their homes and communities
- **Healthcare**
 - Provide therapeutic, lower cost, community alternatives
- **Education**
 - Provide expertise and leverage federal dollars
- **Eldercare**
 - Choices For Care
 - Eldercare



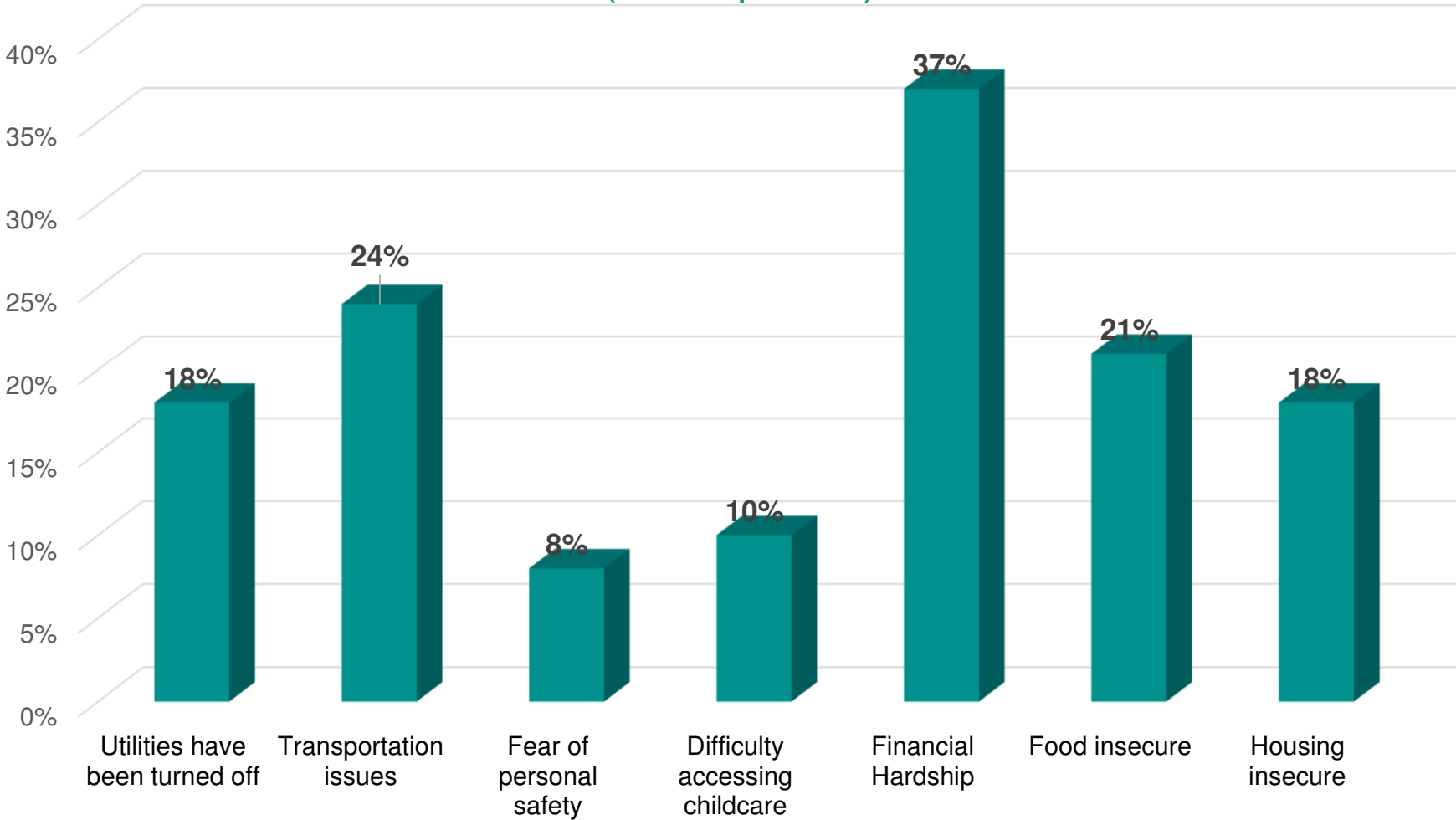
Community Members We Serve



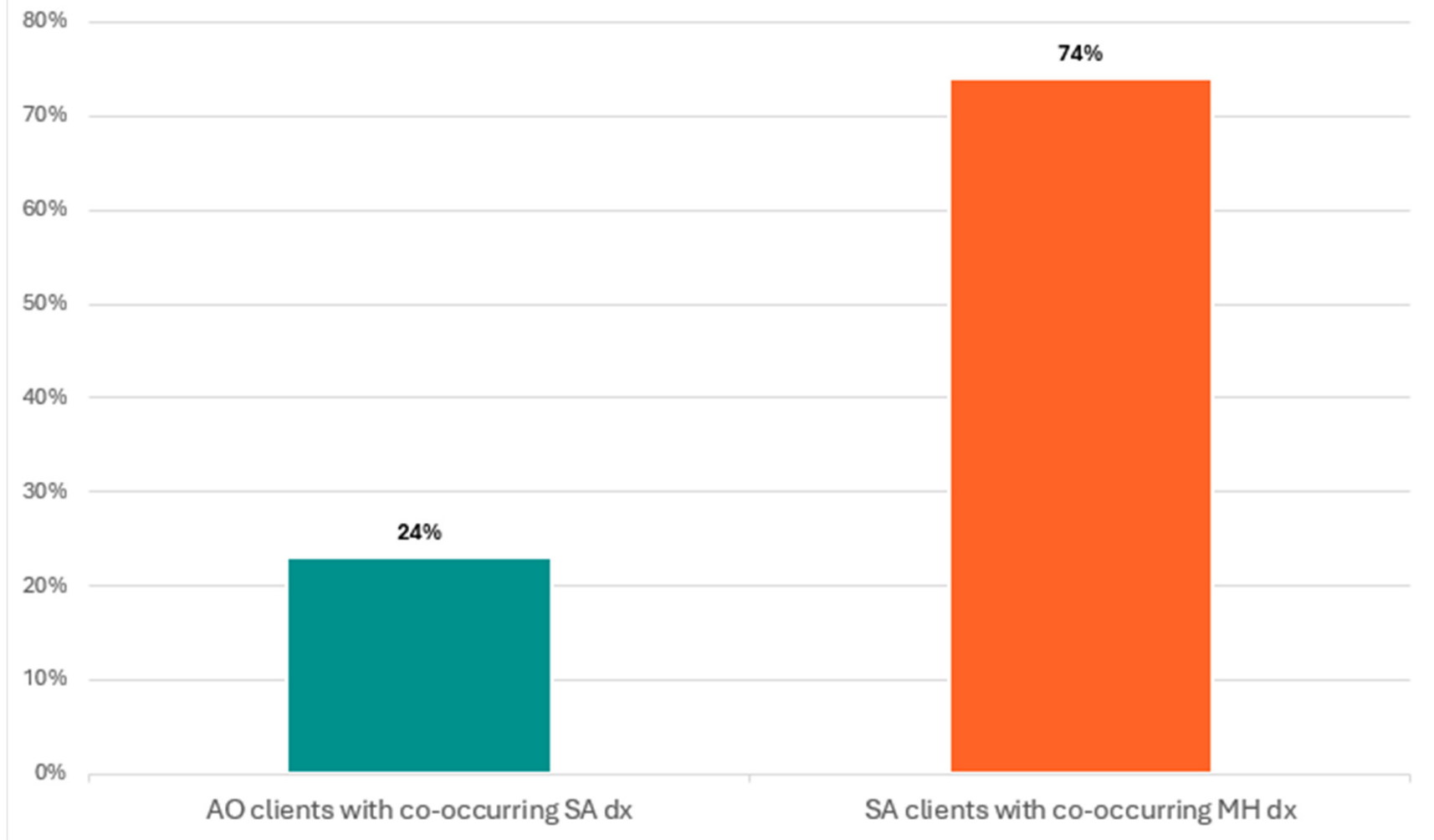
Primary diagnostic categories (point in time)



Social Contributors to Health for NKHS Clients (self reported)

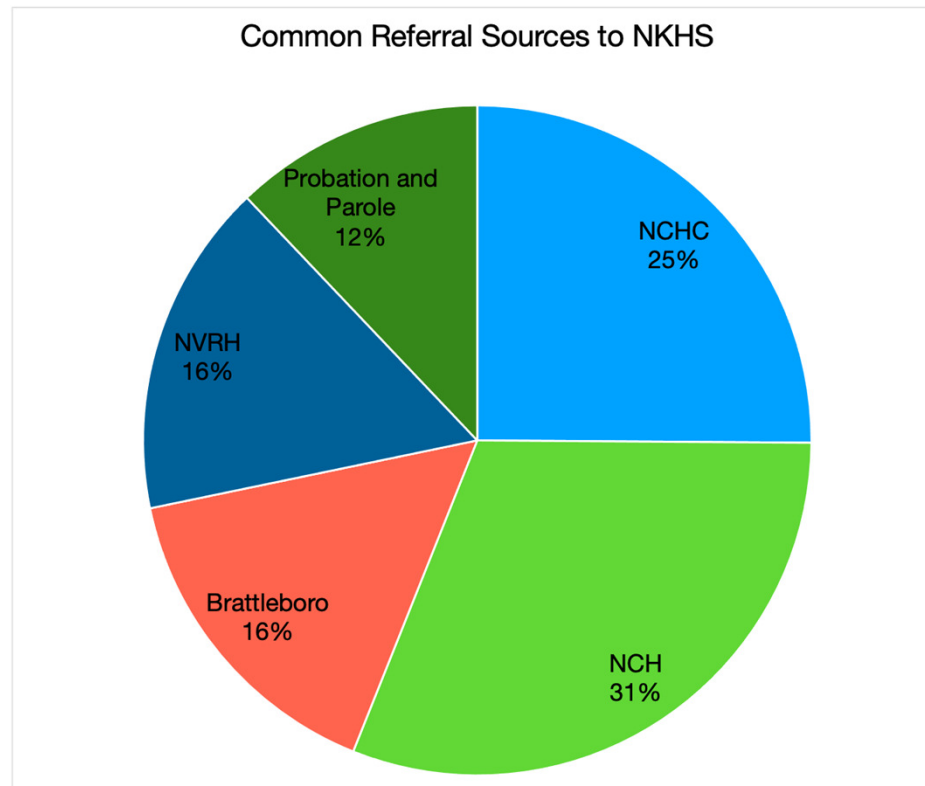


Adult Mental Health Clients with Co-Occurring Diagnoses



Partnerships and Referrals

- Northeastern Vermont Regional Hospital (NVRH)
- North Country Hospital (NCH)
- Northern Counties Health Care (NCHC)
- Department of Corrections (DOC) – Probation and Parole
- Brattleboro Retreat – In-Patient



Emergency Services

Looking for Immediate Mental Health Support?

NKHS is here for you, delivering care across the Crisis Continuum



Someone
to **Contact**

Call/Text/Chat
988

Mobile Crisis
800-649-0118



Someone
to **Respond**

We will come
directly to
you wherever
you are.



Somewhere
Safe to Go

Front Porch,
Urgent Mental
Health Care

235 Lakemont Rd,
Newport, VT.
Open 7 days a week.



Someone to
Follow-Up

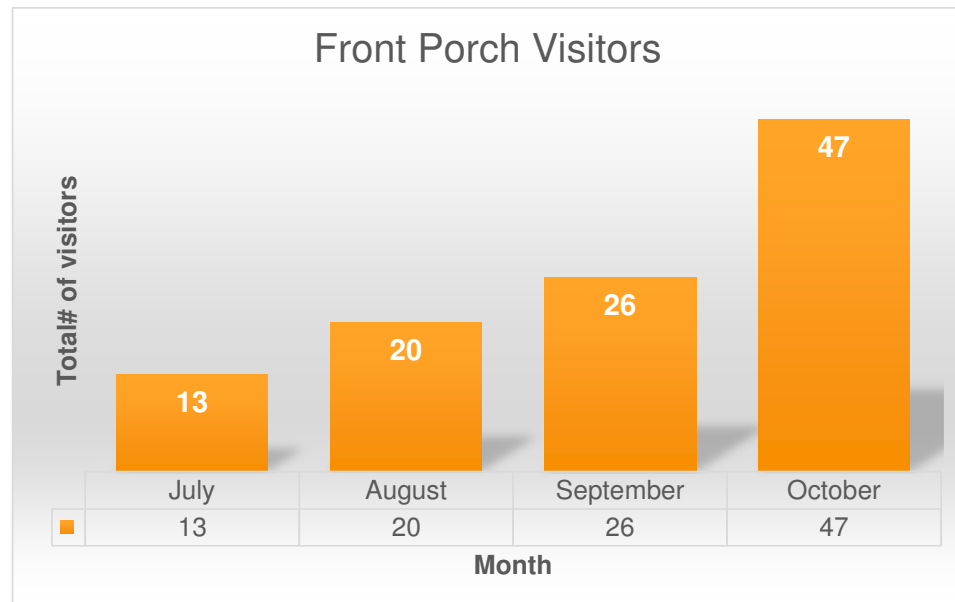
We are here
to support
your care.



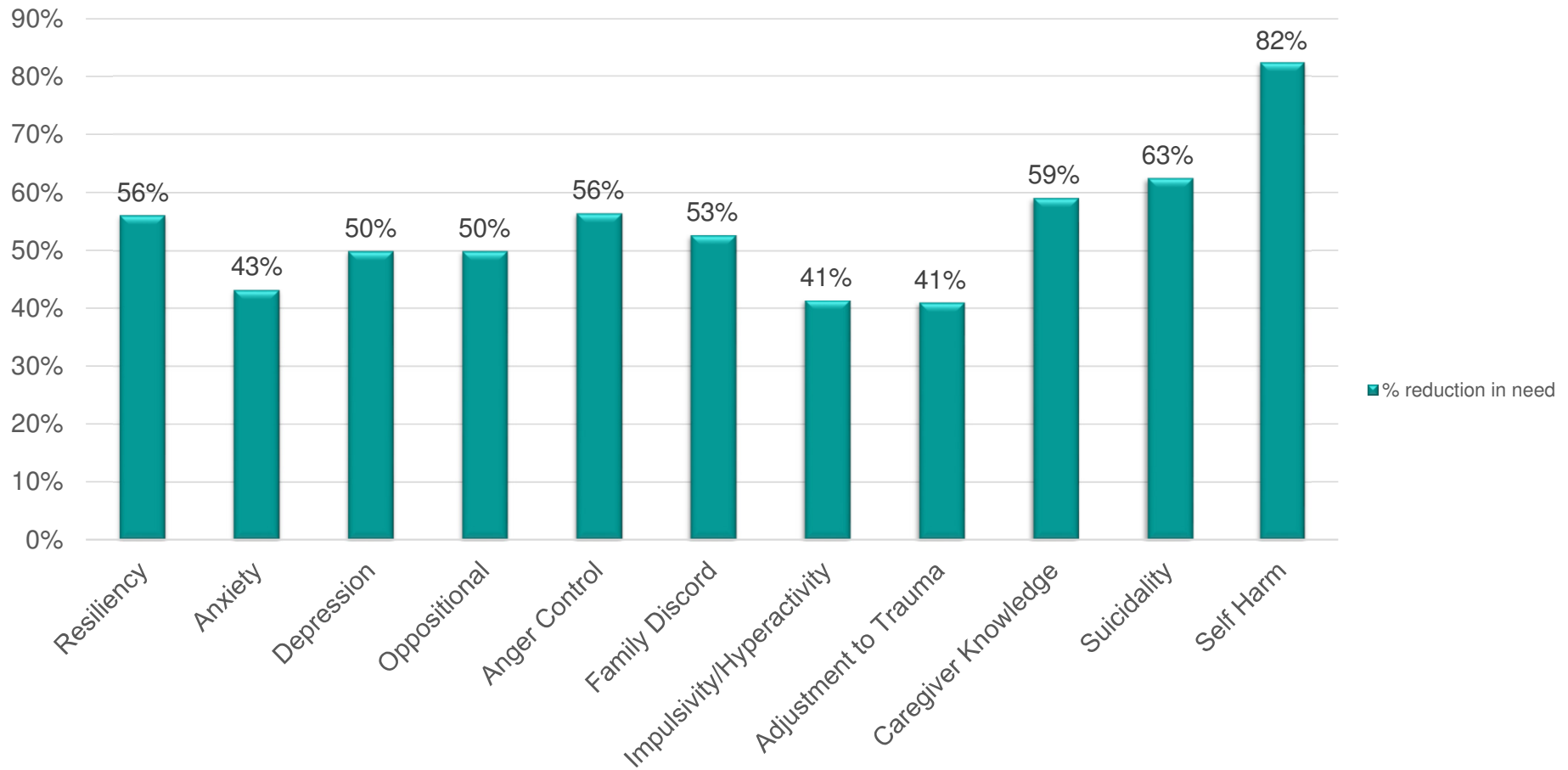
Front Porch Mental Health Urgent Care

Front Porch Mental Health Urgent Care welcomes adults and families who are experiencing a mental health situation and seeking immediate care. Walk in, day or night, and be seen by a mental health professional.

- Opened late June 2024
- 47 face-to-face encounters in October
 - 30 with peer support specialists
 - 5 assessments by a clinician
- Analysis highlighted co-occurring substance use, mental health needs, and developmental disabilities.
- Construction on next phase of the building has begun.



Child and Adolescent Needs and Strengths: % of clients with a reduction in needs over 6 months of services across CANS measured categories



Invest in your Home and Community Based Supports

What will be different?

How do we know if people are better off?

Right time, right place, right support.

- Crises resolved in the community with right supports
- People report better access to services, better interventions, and better long term outcomes.

Improved Access-

- Increased Capacity – reduced wait times and wait lists
 - No Waitlist in Adult Services
 - 3 month waitlist in Children’s – down from 1 year
- Reduced strain on other services – like Hospitals and Law Enforcement.
- Better funding with more flexibility.

Improved Needs assessment –

- Prioritizing community voice working collectively

