

Designated and Specialized Service Agencies

Providing an indispensable community-based system supporting mental health, substance use, and intellectual and developmental disability needs across Vermont



**VERMONT
CARE
PARTNERS**






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There are 16 agencies in the Vermont Care Partner Network:

AGENCY	TYPE	SERVICES
Champlain Community Services (CCS)	Specialized Service Agency	Developmental Services
Clara Martin Center (CMC)	Designated Agency	Mental Health, Substance Use Provider
Counseling Service of Addison County (CSAC)	Designated Agency	Mental Health, Developmental Services, Substance Use Provider
Families First in Southern Vermont (FFSV)	Specialized Service Agency	Developmental Services
Green Mountain Support Services (GMSS)	Specialized Service Agency	Developmental Services
Health Care and Rehabilitation Services (HCRS)	Designated Agency	Mental Health, Developmental Services, Substance Use Provider
Howard Center (HC)	Designated Agency	Mental Health, Developmental Services, Substance Use Provider
Lamoille County Mental Health Services (LCMHS)	Designated Agency	Mental Health, Developmental Services
Lincoln Street, Inc. (LSI)	Specialized Service Agency	Developmental Services
NFI Vermont, Inc. (NFI)	Specialized Service Agency	Children, Youth, and Family Mental Health Services
Northeast Kingdom Human Services (NKHS)	Designated Agency	Mental Health, Developmental Services, Substance Use Provider
Northwestern Counseling and Support Services (NCSS)	Designated Agency	Mental Health, Developmental Services, Substance Use Provider (Children/Youth)
Rutland Mental Health Services / Community Care Network (RMHS)	Designated Agency	Mental Health, Developmental Services, Substance Use Provider
United Counseling Service (UCS)	Designated Agency	Mental Health, Developmental Services, Substance Use Provider
Upper Valley Services (UVS)	Designated Agency	Developmental Services
Washington County Mental Health Services (WCMHS)	Designated Agency	Mental Health, Developmental Services, Substance Use Provider



An Indispensable Public Community-Based System

	Created by statute (18 V.S.A. § 8907)
	Designated Agencies are responsible for ensuring needed services are available through program/service delivery, local planning, service coordination, and outcome monitoring in each geographic region of the state (11 DAs all in the VCP network)
	Specialized Service Agencies can operate in more than one geographic area of the state and provide a distinctive approach to service delivery and coordination (7 SSAs/5 in the VCP network)
	Grounded in the philosophy that everyone benefits when people receive community-based -- rather than institutional -- care
	A hallmark of our model is coordinated care in the community and integrated at the system, program, individual and family level

AGENCY SERVICES



Children's Mental Health

Children's mental health programs provide therapeutic services to children and their families. These services include individual, group and family counseling in addition to a variety of supports that promote children's stability in the communities, schools, and homes. The vast majority of these services occur in the homes, communities, public school, and independent school environments.



Adult Mental Health

Our Adult Outpatient Mental Health Programs offer a range of prevention and intervention services, to help individuals, families and groups cope during times of stress and crisis, as well as to address emotional and behavioral difficulties. For adults with serious mental illness, our CRT /CSP programs provide an array of therapeutic, day, and residential services. Our services promote community, independence and recovery to minimize the need for inpatient and custodial care. CRT Intake Contacts



Emergency Services

We are available 24 hours a day, seven days a week in every community in Vermont. Services are intensive and time-limited, focused on resolving or stabilizing adults, families and children who are in acute mental health crisis.



Intellectual and Developmental Disability

Community-based supports are provided for children and adults with intellectual and developmental disabilities, which occur before age 18. We provide residential, and vocational services as well as services that support stability in the community, respite and flexible family supports.



Substance Use Disorder

A variety of substance use disorder services are provided by eight of the network agencies. These services include prevention and education programs in the schools, outpatient counseling, intensive outpatient programs, family and group counseling services, and services that support stability in the community.



Community Outreach and Education

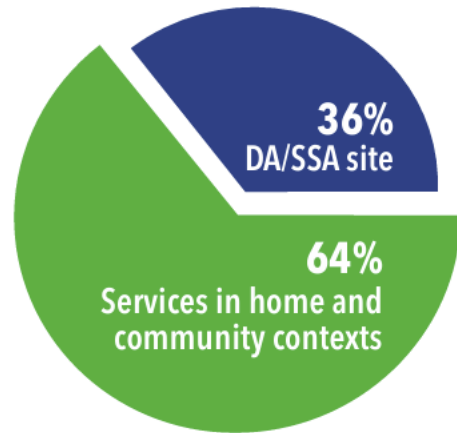
We provide communities with a variety of public awareness and training opportunities to increase their understanding of issues that are core to the network's mission, to reduce stigma and to improve care delivery

THREE KEY AREAS OF OUR WORK:

Upstream
Supports for
Prevention and
Stabilization

Holistic Supports:
Effective
Intervention

Community
Crisis Response

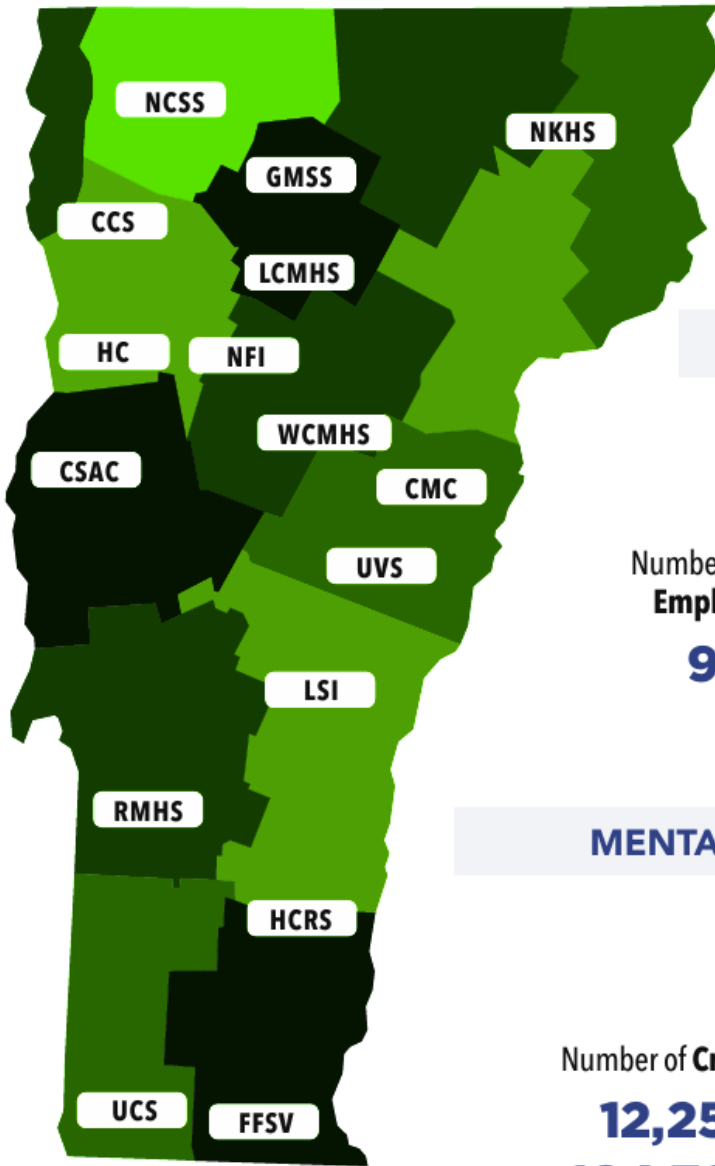


Network agencies provide services in people's homes and communities:

36% in office

64% in home & community

The majority of services that are provided to people are in home and community settings. Network agencies provide services in the community, at homes, schools, emergency rooms, inpatient hospitals, nursing facilities, etc.



In FY24, network agencies provided
3,315,476
 unique services.

DEVELOPMENTAL SERVICES

Total Number of **People Helped:**

3,856

Number of People Receiving
Employment Services:

940 PEOPLE

Number of People
Living Independently:

1,767 PEOPLE

1,527 HOME SUPPORTS SETTINGS

MENTAL HEALTH/SUBSTANCE USE SERVICES

Total Number of **People Helped:**

35,093

Number of **Crisis Responses:**

12,253 PEOPLE

164,764 SERVICES

Number of **School-Based Services:**

3,728 PEOPLE

266,474 SERVICES

CLIENT SATISFACTION OUTCOMES



reported
"I/we receive the
services that we
needed."



reported
"The services I/we
received made a
difference."



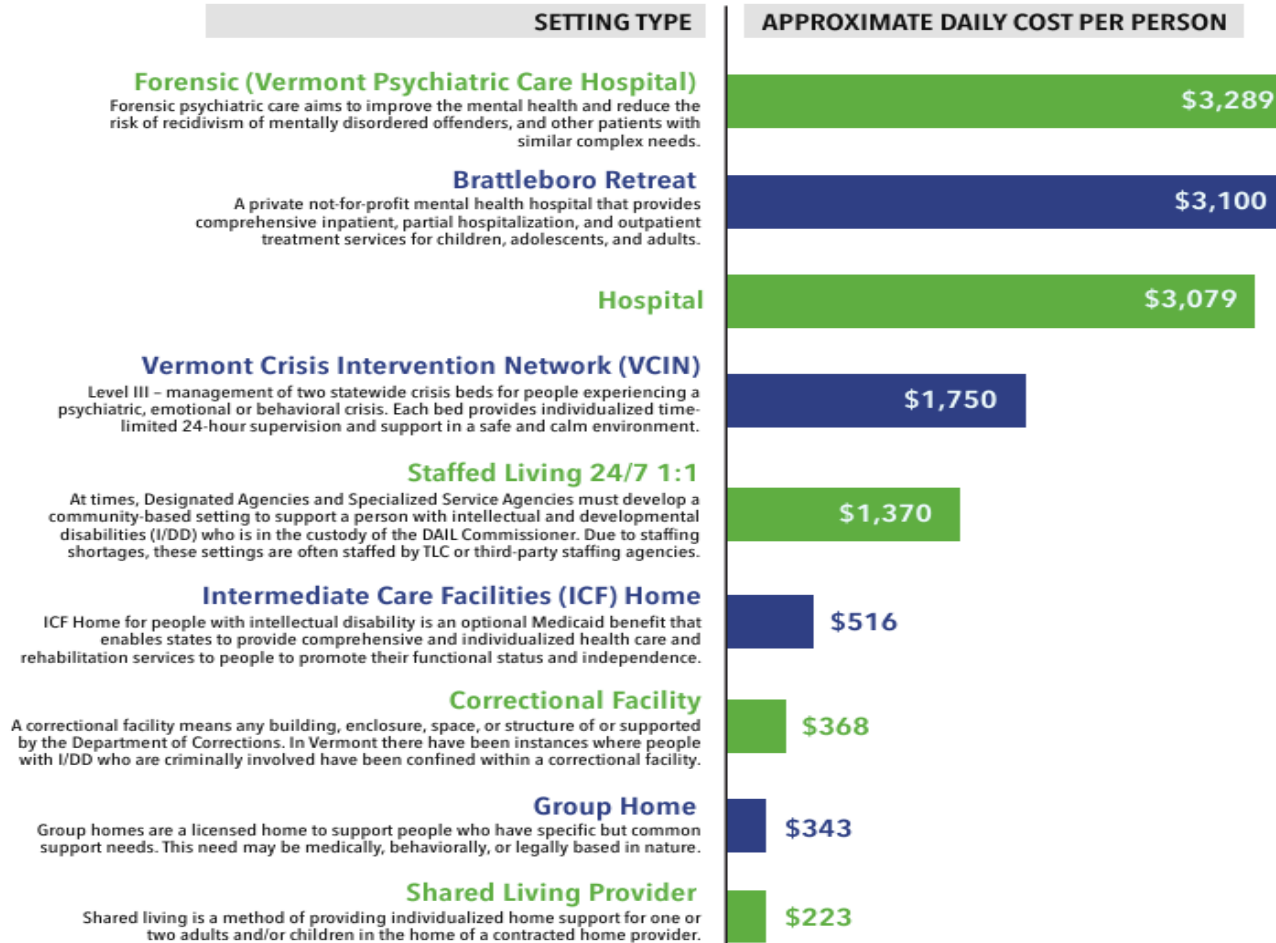
reported
"Staff treated me/us
with respect."



Investing in Community-Based Solutions:

Reducing Costs and Maximizing ROI for Affordable, Effective Care

Vermont's residential services for people with developmental disabilities mainly rely on the community-based Shared Living Provider model, where people live with community members who receive a stipend. While effective for many, a variety of residential options is needed, including higher-level care like Intermediate Care Facilities (ICF). Vermont Care Partners invests in community-based, less-restrictive options, giving people greater choice and stability. This approach reduces reliance on costly institutional care, delivering strong Return on Investment (ROI) through cost savings and better outcomes, while supporting sustainable care provided by high-quality direct service professionals.



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THE ENVIRONMENT: SYSTEMS REFORM AND TRANSFORMATION

ACT 167: WYMAN REPORT

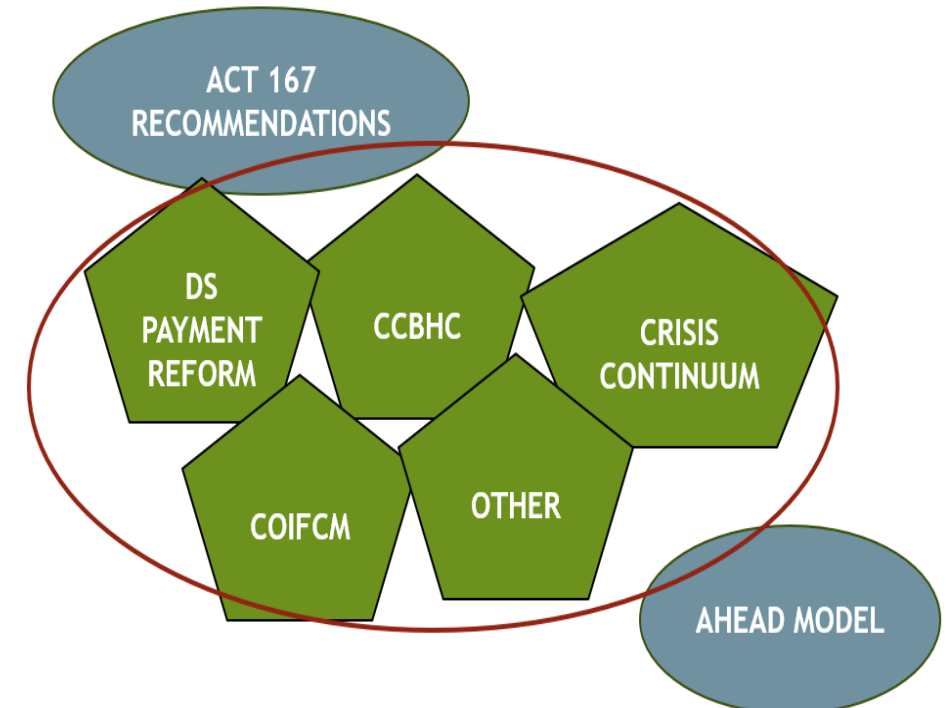
AHEAD MODEL

CONFLICT OF INTEREST FREE CASE MANAGEMENT

DS PAYMENT REFORM

CCBHC

CRISIS CONTINUUM: ENHANCED MOBILE CRISIS, URGENT CARE,
988



New England Consumer Price Index vs AHS DA/SSA Inflationary Increases

	CPI Calendar year	Inflationary Appropriation, DMH/DAIL	Variance bet/ DMH,DAIL and CPI	Inflationary Appropriation, DSU	Variance bet/ DSU and CPI
FY08	5.00%	4.00%	-1.00%	0.00%	-5.0%
FY09	-1.17%	-1.25%	-0.08%	0.00%	1.2%
FY10	1.70%	0.00%	-1.70%	0.00%	-1.7%
FY11	3.36%	-2.00%	-5.36%	0.00%	-3.4%
FY12	1.45%	-2.50%	-3.95%	0.00%	-1.5%
FY13	1.55%	0.00%	-1.55%	0.00%	-1.5%
FY14	1.90%	3.00%	1.10%	1.50%	-0.4%
FY 15	0.00%	0.22%	0.22%	0.20%	0.2%
FY 16	0.80%	0.48%	-0.32%	0.00%	-0.8%
FY 17	1.50%	2.00%	0.50%	0.20%	-1.3%
FY 18	2.60%	2.10%	-0.50%	0.00%	-2.6%
FY 19	1.60%	3.80%	2.20%	0.00%	-1.6%
FY 20	1.60%	2.29%	0.69%	0.00%	-1.6%
FY 21	3.92%	0.00%	-3.92%	0.00%	-3.9%
FY 22	6.97%	3.00%	-3.97%	3.00%	-4.0%
FY 23	3.18%	8.00%	4.82%	5.00%	1.8%
FY 24	3.33%	3.00%	-0.33%	4.25%	0.9%
FY 25	3.33%	3.00%	-0.33%	3.00%	-0.3%
Cummulative	42.62%	29.14%	-13.48%	17.15%	-25.47%

DA/SSA Services and Support in Vermont - Where we are now



Investment in ALL
Parts of the System
is Essential...

DA/SSA Services and Support in Vermont - Where we are headed



Challenges Agencies are Facing

- **Complexity and acuity** of client presentations and layering of psychosocial needs
- Eligibility **criteria changes**
- **Aging population** with complex medical needs
- Need for long-term, stable supported **housing options** for individuals with mental health, medical, and behavioral support needs
- **Increase in referrals** from families with commercial insurance for in-home family work — often not reimbursable under their insurance programs
- **Chronic homelessness and economic challenges**; difficult to be well with focus on meeting basic needs
- School systems are struggling to meet the **needs of our students** with the most intense challenges
- **Limited childcare and afterschool programming** for children with challenging behaviors
- Need for predictable, flexible, and sustainable **funding**
- **Reimbursement rates** that do not match cost to provide services
- **Workforce and recruitment challenges** across program—some programs more challenging to recruit 24/7 residential; crisis; interventionists
- Clinical staff leaving for private practice due to **compensation and administrative burden**
- Administrative burden of **paperwork**: demographics, outcomes, documentation; extremely difficult when client in crisis
- Lack of available **housing** for both clients and new staff

VCP 2025 LEGISLATIVE PRIORITIES

Increase Medicaid Rates for DA/SSA Providers to Ensure Adequate Compensation and Improve Healthcare Outcomes	Supporting Older Vermonters through a Comprehensive Continuum of Care	Support for the DA/SSA Network During System Reform
Working Collaboratively to Support Kids and Families in Community Based Settings	Investment in the crisis continuum	Housing