



Community
Care Network

Rutland Mental Health Services | Rutland Community Programs

2023 IMPACT REPORT

Making a difference. changing lives



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Cover Photos:

Top: Hiking fun with CCN's Vermont Outdoor Adventure Program.
Bottom Left: CCN Outdoor Adventure Program staff stop to enjoy the views during a hiking trip.
Bottom Center: CCN staff gathered at the 2023 Rutland City National Night Out event to share resource information and engage with community members.
Bottom Right: CCN staff and client enjoy photo booth fun at the 2023 Developmental Services picnic.

Letter to the Community



Dear Friends:

We are pleased to present the 2023 Annual Report for Community Care Network and its two agencies, Rutland Mental Health Services and Rutland Community Programs.

This past year has been a momentous one, and I am proud of what the CCN team has accomplished. To note just a few things:

- We completed year one of a four-year project to become a Certified Community Behavioral Health Clinic. With a multi-year grant from the Substance Abuse and Mental Health Services Administration, we are expanding our services to include primary care screenings, Medication Assisted Treatment, peer supports, and mental health outreach to veterans and active military. The CCBHC model is a gold-standard for integrated behavioral health care, and we are excited to be on this journey and offer these services to the community.
- The federal Office of Head Start has given its approval for our Rutland County Head Start preschool program to establish an Early Head Start program, providing much-needed infant and toddler care and supportive family services to the community.
- We made widespread improvements to many of our facilities with major upgrades to accessibility, energy efficiency, and comfort for clients and employees.
- We launched a Digital Health-Artificial Intelligence initiative that is introducing innovative technologies to assist clinicians with essential documentation and will pilot therapeutic tools to engage clients in their treatment.

Many of the issues addressed by the programs of CCN are complex, and we rely on strong collaborations with other community health and human services organizations. It is no small feat for multiple organizations with different approaches, cultures, and systems, to effectively work in concert in the care of an individual or family with significant needs. I am heartened that in the Rutland Region we have community partners willing to work together and in alignment when the need arises to address the most complicated issues. We may not always agree on a specific approach, but we always keep the needs of the individual or family at the forefront.

Next year, 2024, is the final year of our multi-year Strategic Plan, which has guided the development of new services and supports and lent focus for directing the use of limited resources. As we complete year three, we also look to the future to craft a new plan that anticipates how we must change and adapt as a provider organization. Hockey great Wayne Gretzky said, "I skate to where the puck is going to be, not where it has been." For CCN, while not chasing down a puck, we must anticipate the direction our organization must take to meet the demands of an ever-changing health and human services environment. With tight resources and an inflationary economic environment, we must carefully choose how to deploy them.

Throughout these pages you will read about the splendid work at Community Care Network from our 300-plus dedicated employees; it is they who work diligently to make our community a better place.

A handwritten signature in black ink, reading "Dick", written in a cursive style.

Dick Courcelle
Chief Executive Officer

Message from the Board Chairs

As the Board Chairs for Rutland Mental Health Services (RMHS) and Rutland Community Programs (RCP), the two organizations within Community Care Network (CCN), we'd like to take this opportunity to reflect on 2023 at CCN and extend our deepest gratitude to all of our employees, community partners and the clients we serve.

The unwavering commitment of our staff to high-quality care and service, support and collaboration provided by our community partners, and entrusting confidence shared with us by our clients has allowed CCN - and more specifically the programs and services of both RMHS and RCP, to continue to grow, thrive and remain invaluable to our community, and for that we are incredibly thankful.

Beginning with RMHS, 2023 saw a number of areas of significant progress, including RMHS' selection by the Vermont Department of Mental Health as one of only two Designated Agencies from across the state to pursue Certified Community Behavioral Health Clinic (CCHBC) certification, a clear indication of RMHS' ability to meet stringent federal standards for high-quality, coordinated and comprehensive behavioral health care. Additional areas of growth and advancement, among many, include the successful provision of the RMHS Crisis Text Line, which fielded over 2,200 texts in its first 12 months of operation, and the implementation of RMHS' new Open Access Model for adult mental health services which has reduced the average wait time for assessment from 15 days to two days.

On the RCP side of CCN, 2023 brought similar growth and development to many of our programs and services. A few notable advancements include the continued post-COVID-19 rebuild of our valued volunteer roster which supports a range of CCN's vital Senior Volunteer Programs including the RSVP, One-2-One and Foster Grandparent programs, and federal approval to establish the first Early Head Start program in Rutland County in early 2024, providing much-needed high-quality care for infants and toddlers in the region.

Given the breadth and diversity of successful projects, initiatives and areas of progress seen at CCN in 2023, it would be nearly impossible to mention all of them here in this brief message. While this is a challenge in terms of providing due attention and credit to all of the dedicated staff who have made these strides possible, as Board Chairs, this is a great problem to have and we surely could not be more proud of all the important work accomplished at CCN in the last year. Ultimately, these efforts have continued to make our Mission - to enhance the health and well-being of our communities, individuals and families through responsive, innovative, and collaborative services - truly come alive.

We hope that you enjoy this annual report, which provides additional illustration of the great work done by both Rutland Mental Health Services and Rutland Community Programs in 2023, and hope that our combined Community Care Network efforts will continue to grow and evolve to meet the needs of our community moving forward.

Mike McClallen
RMHS Board Chair

Jay Slenker
RCP Board Chair



Mike McClallen, RMHS Board Chair



Jay Slenker, RCP Board Chair

Our Team

Senior Leadership Team



Dick Courcelle, Chief Executive Officer



Jim DiCosimo, Chief Financial Officer



Lorraine Jenne, Chief Operations Officer



Laura Kass, Chief Services Officer



Dr. Judith Tietz, Medical Director

Boards of Directors 2023

RUTLAND COMMUNITY PROGRAMS

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Tim O'Connor, *Secretary*
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Dick Courcelle
Eloise McGarry

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Chris Keyser

Crispin White
Deb Alexander
Deborah Quirk
Laird Covey
Lillian Jackson
Thelma Stoudt

A special thank you to

Rutland Mental Health Services' Adult, Child & Family, and Developmental Services Standing Committees. The individuals serving on these committees offer valuable perspective, helping us provide the best possible services in our communities.

We thank our staff for their years of service and dedication.

5 years OF SERVICE

Maryesa White, *Volunteer Service Programs*
Ruth Reich, *Behavioral Health*
Peggy Sumner, *Developmental Services*
Samantha Marszalkowski, *Developmental Services*
Victoria McCuen, *Behavioral Health*
Becky Hyjek, *Behavioral Health*
Michael Jameson, *Behavioral Health*
Spencer Kirk, *Behavioral Health*
Carmen Schlieder, *Behavioral Health*

10 years OF SERVICE

Melissa Neilson, *Head Start: Early Care and Education*
Jit Singh, *Director - Administration*
Mary-Graham McDowell, *Developmental Services*
Michelle Vadnais, *Developmental Services*
Emily Shea, *Behavioral Health*
Shawn Moore, *Administration*
Dawn Wells, *Administration*

15 years OF SERVICE

Meghan Daly, *Developmental Services*
Linda Henderson, *Developmental Services*

20 years OF SERVICE

Caitlyn Frazier, *Behavioral Health*
Suzy Anderson, *Behavioral Health*
Scott Louiselle, *Behavioral Health*
Tina McKearin, *Administration*

25 years OF SERVICE

Todd Brewster, *Behavioral Health*
Deborah Gates, *Developmental Services*
Valerie Judge, *Behavioral Health*

30 years OF SERVICE

Diane Driscoll, *Developmental Services*
Karen Grimm, *Behavioral Health*
Kimberly Mayo, *Behavioral Health*

CCN Unveils New Organizational Values

After a months-long process, Community Care Network senior leadership has articulated a new set of values to guide the organization forward. These values are a crystallization of conversations and input from staff, clients, leadership, and board members, and serve as the bedrock of CCN's organizational culture.

"Values are our North Star," says Chief Operations Officer Lorraine Jenne. "They are guiding principles that help us as we navigate our world here. They help us to determine our priorities, guide our decisions, define the way we behave and interact with each other, and how we deliver services to our clients."

The process of updating the organization's values – which were not widely known – involved a series of internal and external interviews, surveys and focus groups. The leadership team reviewed all of the data and identified six core values.

Jenne says the prior values spoke to a different time in CCN's trajectory. "We didn't have a value on diversity. So we adopted one on cultural competence that syncs up really well with how we function anyway. But just to articulate it was important. That, in particular, is an example of something that needed to be brought to the fore."

Employee teams recently participated in an exercise where they identified how these values look when practiced, and the last step in the process, which will be completed in early 2024, will involve looking across the agency and defining practices that bring these values to life for all.

"These are not simply nice words to be painted on the wall," says CEO Dick Courcelle. "Our new values will be integrated into all operational areas, including recruitment and hiring."

"If done well, people see themselves here," adds Jenne. "They feel like they are respected, valued, prioritized, that they belong. Ideally, a community member sees us creating a safe and supportive space, filled with empathy and understanding. Our aim is for people to see and experience this, and I hope they do."



“(VALUES) ARE GUIDING PRINCIPLES THAT HELP US AS WE NAVIGATE OUR WORLD HERE. THEY HELP US TO DETERMINE OUR PRIORITIES, GUIDE OUR DECISIONS, DEFINE THE WAY WE BEHAVE AND INTERACT WITH EACH OTHER, AND HOW WE DELIVER SERVICES TO OUR CLIENTS.”

– Lorraine Jenne, Chief Operations Officer

ORGANIZATIONAL VALUES

- We value **Trust** by promoting a culture of integrity, transparency and consistency. We foster mutual trust to build collaborative, respectful and effective relationships with our clients and each other.
- We value **Respect** by treating each other, our clients and partners with dignity, empathy and understanding. We recognize and value the inherent worth of each.
- We are **Person-Centered** by focusing on client preferences, strengths and unique needs. We actively involve clients in goal-setting and provide holistic, collaborative and responsive care.
- We value **Cultural Competence** by creating a safe and supportive environment where employees and clients feel understood and respected, and we adapt to meet their unique needs with empathy and understanding.
- We value **Accountability** and each take responsibility for our decisions, actions and the outcome of our work.
- We promote **Continuous Learning and Growth** by being adaptable, curious and innovative as we seek the best ways to do our work.

The CCN Workplace – Special Place, Special People

Perhaps you've seen the lawn signs posted prominently in front of Community Care Network's corporate office on South Main Street, congratulating staff members for reaching new milestones at the agency. They acknowledge 5 years, 10 years, 15 – 20 – 25 years with the organization. The achievements are impressive; the recognition, well deserved. But the real story behind these numbers, and the longevity they reveal, is one of an exceptional workplace that cares deeply about the health and well-being of its employees.

Community Care Network is comprised of Rutland Mental Health Services and Rutland Community Programs, and as the largest provider of social services in Rutland County, serves more than 3,000 of the area's most vulnerable citizens each year -- adults and children living with mental illness, developmental disabilities, substance use disorders, and other insecurities. It's important, life-changing work, and requires a robust and resilient workforce.

Kristina Booher is the Manager of Talent Acquisition. She explains that the rewards of working at CCN go far beyond salary. "We have a lot of people who have been employed here for quite some time," she says. "They truly love the work that they do – they love the clients, and I believe they really connect with our mission and vision."

Although labor shortages brought on by the pandemic are still impacting recruitment efforts; an intentional focus on elevating the employee experience at CCN has touched everything from compensation and benefits, to upgraded facilities, to new organizational values.

"Overall we have an amazing culture," says Booher. "That is something that our organization pours a lot of time into, and that we are continuously working on."

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– Kristina Booher, Manager
of Talent Acquisition

Booher says the organization puts a lot of effort into engaging staff and soliciting feedback to improve that culture. Work-life balance is a big priority. "We know with this field there can be burnout," she says. "Impacting lives is intense work, and we can't do it unless we take care of ourselves. Our benefits are designed to support all facets of employee well-being so that our people can do their best work."

Competitive pay, health insurance, dental, vision, 401k retirement with matching contribution, paid-time-off – these elements are all part of a generous employee compensation package. Other perks, such as a summer picnic and an annual wellness fair, contribute to that healthy work-life balance. "We make sure we have a lot of fun while we're working as well."

The company encourages professional development, and offers opportunity for growth. "That's something that we really try to cultivate here. We really want to see people grow and thrive. We try to look at our internal candidates as much as we can and help them reach their career goals. We have a

lot of training forums, we help people get their licensure, or help them pay for college if they're interested in continuing their education, or getting credentialed."

Currently, CCN has an entire range of job openings across the spectrum of the agency, including in Developmental Services, Substance Use, Crisis and Behavioral Health. The positions vary, from entry level, to highly-skilled, Master's level clinicians. The most important qualifications, says Booher, are not necessarily academic.

"We're looking for people who are passionate about what they do, and are willing to grow and adapt and learn," she says. "We hire individuals who are ready to inspire, innovate, collaborate and make a real impact, no matter what role they pursue."

Collaboration, says Booher, is built into every job description at CCN. "Although we have our own individual assignments, working with specific clients, you're never on your own. There's always someone you can go to if you have a question, to bounce an idea off. We work very collaboratively as a team in that way."

Booher and her colleagues believe that all of these elements make CCN a great place to work, and hope they can convey that message through their recruitment campaign. "Even if your job is not to directly support individuals, the work is still rewarding because we're supporting those who are helping others and making a difference in the community."

To learn more about career opportunities with CCN, you can visit the career portal on our website, rmhscn.org.



CCN's Human Resources team. (From left to right) Domenico Champine, Ryan Boeke, Janet Hazelton, Kristina Booher, Jennifer Pryslak and Donna Cramer.

Child & Family Services

Strengthening Families Through Horses

A new collaboration between Child & Family Services and the Rainbow Riding Center has introduced Equine Therapy as a successful intervention for families seeking help with emotional or behavioral problems. Located in Belmont, the Rainbow Riding Center is a therapeutic facility that combines the gentle presence of horses with therapeutic activities to foster emotional growth and resilience.

Equine therapy is an experiential treatment method that uses the connection between people and horses to process through emotional and behavioral challenges. The outdoor environment and use of multiple senses lend a unique, positive dimension to the experience.

“Horses are keen observers and are sensitive to movement and emotion,” explains Lauren Norford, Program Manager for CCN’s Early Childhood Services. “They often mirror a client’s behavior or emotions, conveying understanding and connection that allows the client to feel safe.”

When the staff of the Rainbow Riding Center approached Rutland Mental Health Services to partner on a new parent/child program, Early Childhood Clinician Lisa Goodrich was assigned to work with the program’s first clients. “They wanted someone who was comfortable with horses, and who could also do family work,” Norford explains. “Lisa was a perfect fit.”

Mary and her son A.J. were invited to participate in the new program this past summer. Three-year old A.J. was displaying some behavioral issues at home, creating a stressful dynamic. As a parent, Mary was anxious to build a healthier and more positive bond with her son.

During their 8-week program, mother and son participated in activities such as grooming, feeding and riding, often requiring them to work together and communicate with each other to creatively problem solve. Goodrich supervised each weekly session, setting goals and following up with feedback.

“A key part of this therapy involves being aware of your emotions, and seeing the effect of those emotions on your horse,” says Goodrich. “You can’t hide from the horse. If you’re feeling down, or anxious, the horse is going to pick up on that, and respond accordingly. So you have to be aware of your emotions and learn to regulate them.”

For Mary and A.J., the 8-week session was transformative. A.J. is a better listener now, and his confidence has grown. Mary feels a stronger bond with her son.

“It actually blew me away how well we worked together,” says Mary. “This experience has created a solid foundation of how I want to navigate life with my son. It has given me confidence in what I can do as a mom and how well my son and I can work together in the face of

any challenge. I have immense gratitude for everyone involved with making this happen – it was above and beyond my expectations and wishes.”

“I feel honestly like I made better and faster progress with this family and their relationship using horses than I could have in an office environment,” says Goodrich. “The assessment that we did shows that their closeness actually increased, and that was of the goal of the whole thing.”

The Rainbow Riding Center operates from May through October. Norford is looking forward to introducing more families to the program next summer. “When we see this kind of success with one family, naturally we want more families to benefit.”

More information is available at www.reinbowridingcenter.org.



CCN's new collaboration with Rainbow Riding Center utilizes equine therapy to foster familial emotional growth and resilience.

CCBHC Initiative: A Vision for the Future of Mental Health & Substance Use Services

As reported in last year's Annual Report, Rutland Mental Health Services was awarded a \$4 million grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) to become a Certified Community Behavioral Health Clinic (CCBHC). The goal of a CCBHC is to increase access to, and improve the quality of, community mental health and substance use treatment for all ages. The agency is now in the 2nd year of the 4-year grant.

Cindy Taylor-Patch is the CCBHC Project Director responsible for managing the grant. She says though this grant clearly touches all programs within mental health and substance use services at RMHS by design, staff are also strategizing ways to work collaboratively with Developmental Services to widen the impact.

"We have many different projects that we're looking at, and do a lot of continuous quality improvement work," she says. "In the first year we looked at baseline data, to make sure we are collecting everything we need in a sound manner. We're looking at evidence-based practices, new and existing, and opportunities for expansion and improvement."



CCN's Certified Community Behavioral Health Clinic team.

Year one was about planning and hiring for key positions; year two will focus on implementation and development."

Taylor-Patch describes some of the key areas of focus. "Some of our most important work right now is with those receiving Substance Use Services. Rapid access to medication-assisted treatment will be provided, in addition to primary care screenings. We are very fortunate and excited to have hired Hillary Gray, a Board-Certified Psychiatric-Mental Health Nurse Practitioner, who will be heading up that work for us."

In addition to the nurse practitioner, the grant has also enabled funding of a Peer Support Coordinator, a position held by Katelyn Jax. In this role, Jax will be looking at peer roles throughout the agency, monitoring the certification process for peer specialists, and working on training and advocacy, in addition to providing direct support.

Certification criteria also requires that CCBHCs include an intentional focus on health equity – disparities and social determinants of health for racial and ethnic groups as well as sexual and gender minorities. "We have looked at populations in our community that experience disparate impacts and are working to address some related challenges," says Taylor-Patch.

An important milestone was reached when the program met the SAMSHA CCBHC criteria at the end of year one. But another significant development is happening at the state level. This past March, Vermont was one of 15 states to be awarded a planning grant to develop a CCBHC program statewide, and become what is called a Demonstration State.

"Vermont has to be successful in their application process in order for us to be officially certified," says Taylor-Patch. "So we are trying to help the State with this any way we can. This whole process brings a great framework and all the quality measures that comes with it. And, it also brings a new payment model, with a lot more flexibility."

Solving the nation's ongoing mental health and substance use crises takes innovation, and that is precisely what the CCBHC model allows – the flexibility to expand services and tailor mental health and substance use care to meet the individual needs of the community. For Rutland County, Taylor-Patch says the agency is emphasizing care coordination with community partners, addressing the overdose crisis, and also includes a special focus on Veterans.

"That's the kind of work that we do. We look at problem areas and work with staff to make sure that we're implementing practices that are going to make people's quality of life better. Being part of a transformation to a Gold Standard model that's rolling out all across the country is really exciting, and most definitely an extraordinary opportunity for RMHS and this community."

Beyond Telehealth: The Latest Innovations in Digital Health

What began pre-pandemic as a telehealth initiative at Rutland Mental Health Services has evolved into something much broader in scope, and more integral to the future of community mental healthcare. Today's Digital Health team at RMHS is an innovation squad, exploring and implementing the most cutting-edge digital technologies in the field of Behavioral Health.

"Digital Health is part of our strategy here to be innovative and move the organization forward," explains Scott Louiselle, who serves as CCBHC Project Evaluator and Process Improvement Manager at CCN. "It's really about staying on top of innovation, and then hopefully informing better provider and client outcomes."

Louiselle stresses the importance of both clinical and technical leadership in achieving the agency's innovation goals. While he is the clinical force before the project, IT Director Jit Singh brings the technical expertise. "As co-leaders on this initiative, we work in step to produce the well-balanced outcomes for staff and clients."

The COVID-19 pandemic saw an explosion in the use of telehealth and other digital innovations, and many of these solutions are now a part of the regular landscape of mental healthcare. But Louiselle points out these are just additional tools that can be integrated into care. "We are a community-based organization, and we're always going to have in-person services. In the office, in the home, in the community – whatever that looks like, it's always going to be the way that we prefer to offer services. So it's really more of a hybrid model now – a tool that our clinicians can use rather than its own freestanding service."

In early 2023, with a solid telehealth strategy in place, the team started looking for the next digital frontier. "We wanted to focus on a specific digital health implementation," says Louiselle. "A technology that would move us forward – something that would make us unique as an agency."

The team partnered with Dartmouth College's Center for Technology and Behavioral Health (CTBH) to explore different technologies and interventions. After researching an array of options, the team found their focus.

"Our whole digital health initiative shifted to focus on provider efficiency and satisfaction," says Louiselle. "There are pain points in the work currently that impact our ability to serve clients at the volume we would like to -- the stress that comes with the never-ending paperwork and documentation. None of our clinicians get into this work for the paperwork. We felt this was something that we could really impact."

On a trip to the national conference, Louiselle found a stunning new Artificial Intelligence technology that optimizes daily delivery of services by helping with documentation – serving as a digital assistant for the clinician. "We're talking about cutting a progress note down, from 15 minutes to 3 minutes, and using AI to really inform that. It's absolutely amazing stuff."

The clinician always stays in complete control of what goes into the documentation. Louiselle explains that there are actually two different technologies, one for controlled environments like the office, and one for use in the field. The goal is to have the platform in place going into 2024, and fully implemented within six months.

"At present, this is really a tool for Behavioral Health, although Developmental Services could eventually benefit as well. There are complexities of DS paperwork that need to be worked out. Eventually, this technology will cross every area of the agency."

The digital team at RMHS is the only one in Vermont partnering with this particular technology, and that in itself is a benefit to the agency. "It's pretty clear to me that all Behavioral Health organizations in five or 10 years will have implemented something like this," says Louiselle. "We just happen to be the first in Vermont looking at it. We have an eye on the fact that this will be a powerful recruiting strategy, and it will impact a lot of other areas. Right now it's progress notes; pretty soon what they're trying to target is treatment plans."

Louiselle says that by prioritizing the people doing the work, the clients will benefit. "A provider that's less stressed and can focus better can provide a higher quality service. It was really a major paradigm shift to focus on our providers and their experience. Now I would say 90 to 95 percent of our resources are going into this."

"This world is amazing, and can change so fast. So we'll ride this wave, and just try to stay on top of all of these things, and continue to impact the provider experience. This is really the future."



Jit Singh (left), Director of Information Technology, and Scott Louiselle (right), CCBHC Project Evaluator and Process Improvement Manager.

Rutland County Head Start

Raising the Bar for Early Childhood Education

A colorful mural by renowned local artist Kathryn Wiegers graces the entrance to Rutland County Head Start's Meadow Street location. The striking artwork, installed in July, is a marker of the program's year-long revitalization effort, and an outward sign of the transformation taking place within.

Dream. Believe. Shine. That is the aspirational mantra driving the new recruitment campaign for Rutland County Head Start, designed to promote the new and improved program. Donna Barrow is the new Director, and the force behind the changes. Since joining the organization a little over a year ago, she has maintained a razor-sharp focus on quality, examining every aspect of the program for opportunities to improve.

"I wanted to bring research-based, high-quality early childhood education," says Barrow. "High-quality means you know your child is safe, you know your child is loved, you know your child is getting the best care and services. And that's hard to come by in early childhood education. So, the immediate task at hand was to hire and train quality staff so that we could implement that kind of program."

The pandemic-fueled workforce crisis took a toll on early care programs like Head Start, making it difficult to operate at full capacity. A year ago, the teacher shortage limited the program to two classrooms. Since then, incentives like higher compensation rates, health and wellness benefits, and opportunities for professional advancement have proven successful – the program was fully-staffed for the opening of the current school year.

Another area of concern for Barrow was the overall state of the facilities, and last spring she launched an overhaul of classrooms, playgrounds, and common areas. Renovations included a new sensory wall, a gross motor room, new furniture, colorful murals in classrooms and hallways, and redesigned playgrounds. Beautiful and joyful are the recurring themes.

One of the most notable upgrades to the Meadow Street facility is the addition of an Art Literacy and Family Resource Center. The new space will house a variety of art activities for children and parents, as well as

Early Childhood Education continued on next page



CCN's Rutland County Head Start team.

a fully furnished library. Partnerships with the Vermont Arts Council and the Rutland Free Library offer opportunities for more enriched programming. “We’re going to use that space in really creative ways,” says Barrow. “This is going to be an important resource space for parent groups, for parent-child groups, for play groups. It’s really going to help us offer more extended support and resources for families.”

Prompted by data gathered in a community needs assessment, Head Start also achieved what is perhaps the most significant change of all – an expansion to include infant and toddler care. The expanded program, known as Early Head Start, provides access to high-quality child care for children from birth to age 3. Earlier this year, Barrow and her team applied for a conversion grant, to shift some of the funded pre-K slots into infant and toddler slots. Following months of negotiation, with support from Vermont’s congressional delegation, the application was approved in October. “We really wanted to maintain our focus on high-quality,” says Barrow. “High quality translates into higher teacher/child ratios, lower class size, super enriched curriculum, a happy, well trained workforce and rich programming for families. It was really important to us to make sure that this program did not lose the quality that we’ve been promising the community.”

The newly expanded program is now set to accommodate 45 preschoolers (3-5), and 27 infant/toddlers (birth-3).

“My hope for the coming year is that we reach full enrollment, and we really figure out how to address the needs of young children right now,” says Barrow. “It’s not just Head Start, but young children are having significant increases in behavior, which means life is hard for them right now.”

To better meet the mental health and behavioral needs of children in their care, Barrow has engaged consultants from Rutland Mental Health Services, and implemented therapeutic training for teachers and staff. “This is unique,” says Barrow. “We’ve also engaged a former principal as a consultant for our Head Start preschool. It’s all about developmentally appropriate practice, setting up positive behavior supports. Our teachers are on the front lines of a lot of complex challenges. Most of our families have experienced some kind of trauma, so this is a way to address that need and support them, and retain staff.”

A stepped-up outreach campaign is trying to get that message of quality out to the community. The organization introduced a new, redesigned website to be more accessible. “All of these new materials are just really beautiful and reflect the quality changes that are going on with the program,” says Barrow.

“I just feel like we’re in a new era, post-COVID. We’re doing really great things – creating really beautiful programming and spaces, where children can dream their biggest dreams, experience childhood, experience joy.

“We have a really strong team of people now -- highly-qualified teachers who know how to support family stabilization, school readiness, and parent aspirational goals. That’s what makes us different. And that’s the beauty of Head Start.”

More information about Rutland County Head Start is available at www.rutlandcountyheadstart.org.



– Donna Barrow,
Director of Rutland
County Head Start

“ I WANTED
TO BRING
RESEARCH-BASED,
HIGH-QUALITY
EARLY CHILDHOOD
EDUCATION.
HIGH-QUALITY
MEANS YOU
KNOW YOUR
CHILD IS SAFE,
YOU KNOW YOUR
CHILD IS LOVED,
YOU KNOW YOUR
CHILD IS GETTING
THE BEST CARE
AND SERVICES. ”



Recently-renovated Early Head Start learning space at Rutland County Head Start's Meadow Street facility in Rutland.

Belonging & Inclusion Council Advances DEI Initiative

In an effort to affirm and advance Community Care Network's long-standing commitment to matters involving diversity, equity and inclusion, the agency launched a formal DEI initiative in early 2023 with the creation of the Belonging & Inclusion Council.

The Council is comprised of staff from a wide range of departments and programs across the agency, and helps to bring a belonging and inclusion perspective to the Agency's approach in employment, client services and our connection to the larger community. "In an ever-changing environment – one that is very sensitive to the world around us – we recognize that not everyone is the same or needs the same things," says Jenne, who is CCN's Chief Operations Officer. "It's not to say this wasn't integral to our culture before – it was – but this is a more formal process. It's really an opportunity for us to make sure that we are not leaving anyone behind, and that we're not overlooking the differences that unite us."

The vision for the Council, as stated in its charter, is to ensure Community Care Network is inclusive, welcoming and accessible, and that everyone experiences a sense of belonging and respect. Jennifer Pryslak works in Human Resources at CCN, and is the Council's chairperson. She says a great deal of thought went into the creation of this effort.

"From my perspective in HR, Diversity, Equity and Inclusion are the *What*, and Belonging and Inclusion are the *Why*," she explains. "We chose Belonging and Inclusion because that was really the end result



“ THE WORK THAT WE ARE DOING WILL JUST ENHANCE THE OPEN DOOR AND THE SAFE SPACE INTENTION THAT IS PART OF COMMUNITY CARE NETWORK. ”

- Jennifer Pryslak,
Human Resources

of all of those things when they're working together authentically.”

"The work that we are doing will just enhance the open door and the safe space intention that is part of Community Care Network," says Pryslak. "And it's always evolving. Deciding that we're going to focus on that evolution and incorporate it into how we do things just continues to create an openness around what we do and makes a space that our clients feel safe and can be themselves."

Pryslak says staff input is an integral part of the planning process. "We're looking for the most important things to honor and to highlight that align with who we are as a human services agency. We want everyone's voice to be a part of that."

Jenne, a senior leadership sponsor for the initiative, added that the Council is meant to engage both internally and externally.

"The reason we have one group that faces both ways is to ensure we are considering all perspectives," said Jenne. "At the end of the day, we may all be different from one another, but we all have a desire to belong, to feel included, and to see ourselves

reflected in this organization. That is really the platform on which this team is built. And as they say, this is a journey, not a destination. We will always be learning and growing in our understanding of what it means to be inclusive and ensuring all feel a sense of belonging."



CCN's Belonging & Inclusion Council.

Senior Volunteer Programs

Finding Meaning & Connection Through Volunteering

Volunteering can be a powerful pathway to finding purpose and meaning. Those who engage in volunteer work not only contribute to important causes and communities, but also discover a sense of belonging and connection.

Rutland Community Programs administers a sprawling volunteer network through its Retired Senior Volunteer Program (RSVP) and Volunteer Center. Volunteers support a wide range of non-profit organizations in critical areas such as human services, elder care, health and education. Program Director Maryesa White explains the scope and the structure of the center.

"RSVP is specifically an AmeriCorps Seniors program, for people 55 and older, and CCN is our sponsor. We have volunteer opportunities throughout Rutland and Addison Counties, helping out with everything from food shelf programs to congregate meals to volunteer driving opportunities, and much more."

Bone Builders, One-2-One, Operation Dolls, and Veterans Connections are just a few of the signature programs available through RSVP. White says she has volunteers from all walks of life, every level of education and experience. "The most important quality for someone who wants to volunteer is kindness, and a desire in their heart to give back," she says.

And volunteering is not just for seniors – people of all ages can participate through the Volunteer Center. "A lot of times our younger individuals like to do those one-time opportunities, or they need volunteer hours for school," says White. "We do our best to help them find the placement they need."

Volunteering continued on next page



RSVP volunteers load up dolls, toys, and books for distribution as part of the Operation Dolls program.

◆ VOLUNTEER SPOTLIGHT ◆

Carolyn Brown, Operation Dolls Volunteer

At the age of 93, Carolyn Brown is an inspiration to her fellow RSVP volunteers. Thirty-three years ago, Carolyn brought her love of crocheting to the Operation Dolls program which, at the time, was a fledgling effort with only five volunteers. Today, Operation Dolls is a much larger effort. Carolyn says that being an active volunteer brings a sense of connection and belonging, and she is grateful to be able to use her talent to give back to her community.

Operation Dolls & More Program

This holiday program provides over 10,000 new and restored dolls, toys and books to area youth. Items are then distributed through 50+ nonprofit organizations to over 2,000 Rutland County children. RSVP volunteers provide hours of dedicated service ensuring the success of this program each year.



CCN's Senior Volunteer Programs team. (From left to right) Maryesa White, Patricia Facey, Deborah Roy, Johanna Wheeler and Tammy Brown.



RSVP volunteers stop for a quick photo opportunity while working on the Operation Dolls initiative.

✦ VOLUNTEER SPOTLIGHT ✦

Tom Estill, Foster Grandparent Volunteer

Tom Estill brings a colorful and inspiring background to his role as a Foster Grandparent. He taught science to middle and high school students for twenty five years until a move to California launched an exciting new phase of his career at a Space & Science Center, simulating missions to outer space. Soon after, Tom landed a job as an Aerospace Education Specialist with NASA. "It was a dream come true," he says. "Challenging, interesting work, and I was always learning." Now, Tom enjoys sharing his life-lessons with the kids in the Foster Grandparent program. "If you have a dream, hold onto it, work hard, stay the course, and it will come true," he says. Tom's favorite thing about being a Foster Grandparent is bringing joy to so many students. "Most of all I'm made to feel needed and appreciated. The children keep me young at heart and sharp of mind!"

Foster Grandparent Program

The Foster Grandparent Program offers opportunities for volunteers to lend their time, skills, and life experiences to assist children in reaching their potential. Foster Grandparents provide mentoring and role modeling for children of all ages, and an added dimension of one-on-one attention that contributes to achieving developmentally appropriate skills for children of all ages.

Volunteering continued from previous page

Currently White has 715 volunteers enrolled in Rutland County, and 200 in Addison County. "I have a number of volunteers who have been with us 10, 15 years – some longer than that. They keep coming back. Because a lot of our volunteers are retired -- in their 70s and 80s – they want to be connected. The best benefit for anybody is the connection to the community."

Nationally, RSVP began in 1971 as part of the Older American's Act. Today, RSVP is part of AmeriCorps Seniors, which consists of RSVP, the Foster Grandparent Program, and the Senior Companion Program. AmeriCorps provides federal dollars, policy guidelines, and regulations.

Locally, RSVP and The Volunteer Center has over 35 years of successful volunteer management and strong, collaborative partnerships with over 150 non-profit organizations in Rutland and Addison Counties.

"Our volunteers really do make a difference."



Left: A Foster Grandparent Program volunteer with a student at a local school.
Right: Volunteers enjoy a laugh at an RSVP in-service event.

Facilities Improvements: Making Space for Better Service Delivery

The expansive programs of Community Care Network serve more than 3,000 people each year, and utilize a vast amount of space to operate and provide services. A growing demand for these services paired with changing needs for clinical space require constant evaluation. Moreover, it's essential that all of CCN's facilities are insightfully and purposefully designed to be safe, accessible and welcoming.

To address all of these factors, CCN advanced a number of significant facilities projects during the past year.

The agency underwent a complete redesign and renovation of the entryway, lobby and first floor of its corporate headquarters at 78 South Main Street in Rutland. The building, which houses administration and Child and Family and Developmental Services clinical offices, was built in the late 1800s as a residence, and was purchased by RMHS in 1971. The renovations included major improvements in accessibility, energy efficiency, and clinical office space.

Substance Use Services moved from the BROC building downtown to the newly-leased 98 Allen Street, along with clinical offices for the new CCBHC program. Onsite services for CCN-RMHS clients will expand in early 2024 to include Primary Care screening and Medication-Assisted Treatment for Opioid Use Disorder.

A former Developmental Disabilities group home on Royce Street in Rutland was renovated and is now the new location for the CCN

Human Resources Department. The group home was moved to an improved and more suitable CCN single-story residential building in Rutland where clients would not have to navigate stairs, among other things.

The total renovation of 12 Engrem Avenue created two new Parent-Child Interaction Therapy (PCIT) rooms and clinical offices for the Child and Family Services program.

Lorraine Jenne is CCN's Chief Operations Officer. She says the entire scope of work was done with an eye toward a more professional, improved and safer experience for clients and staff. "All these moves offer a more positive experience – for sure in our lobby. It's light and bright, the receptionist is front-facing. Overall it's more welcoming."

Another factor was simply allocating the right spaces to the right programs. "Our Parent Child Interaction Therapy is basically observed, guided interaction with kids to help people be better parents, and it's incredibly successful," says Jenne. "Before this move, we were serving kids alongside adults over at Court Square. Now we've moved them so that they're all around a similar demographic, which makes much more sense."

Facility improvements being planned for 2024 include building accessibility and safety upgrades at several other CCN buildings.



Above: CCN's Facilities team. (From left to right) Chuck Cameron, August Higgs and Shawn Moore. Above right: Shawn Moore, Senior Maintenance Technician, works on construction of the new Developmental Services check-out desk. Below right: CCN's updated Child & Family Services reception area.

CCN at Work



CCN staffers Jit Singh, Marsha Singh, Carmen Schlieder and Katherine Harris at the annual Rutland Area Out of the Darkness Walk held in September by the American Foundation for Suicide Prevention - Vermont Chapter to raise awareness and funding for suicide prevention.



The Rutland Project SEARCH team, including CCN staffers Meghan Daly, Evangeline Jones, Paulette Barnard and Jillian Earle, with Project SEARCH program founders Erin Riehle and Susie Rutkowski at the 2023 Project SEARCH National Conference in Milwaukee, Wisconsin.



The Rutland Climb Out of the Darkness team, coordinated by Lauren Norford, CCN Early Childhood Services Program Manager, at the 2023 Rutland Climb Out of the Darkness community walk and fundraiser held to build support and awareness for perinatal mood and anxiety disorders within our community.



Loree Zeif, Director of Emergency Services, and Marsha Singh, Administrative Coordinator - Emergency Services Program, at CCN's Gardening for Wellness event held in late May.



CCN's Zero Suicide Committee, including Jenni-Lynn Fuoco, Kayla Kolensky, Loree Zeif, Amelia Schroeder, Chynah Boise and Jess Flaherty, at the 2023 U Matter suicide prevention training held in Montpelier.



Loree Zeif, Director of Emergency Services, and Laura Kass, Chief Services Officer, distribute CCN service information, and gun locks to support safe firearm storage, at the 2023 Vermont State Fair.



CCN CEO Dick Courcelle enjoys photo booth fun with a client at the 2023 Developmental Services picnic.



Justin Hofmeister, Counselor - Substance Use Disorders, chats with visitors at CCN's information and activity table at the 2023 Rutland City National Night Out event.



Staffers Deborah Gates, Todd Brewster and Valerie Judge were recognized at CCN's 2023 service awards luncheon for 25 years of service to the organization and its clients.



Staffers Kimberly Mayo, Karen Grimm and Diane Driscoll (not pictured) were recognized at CCN's 2023 service awards luncheon for 30 years of service to the organization and its clients.

Financials

from July 1, 2022 to June 30, 2023

RUTLAND MENTAL HEALTH SERVICES

Revenue - \$35,622,222

85%
Medicaid

10%
State Grants
and Contracts

4%
Other Contracts
and Town Giving

1%
Private Insurance,
Self-Pay, Misc.

Expenses - \$36,187,349

61%
Developmental
Services

16%
Behavioral
Health Child and
Family Services

16%
Community
Rehabilitation
& Treatment/
Crisis Services

4%
Adult Behavioral
Health
Services

3%
Substance
Use Services

RUTLAND COMMUNITY PROGRAMS

Revenue - \$2,516,652

84%
Federal Grants
and Contracts

9%
State Grants
and Contracts

4%
Local Grants
and Contracts

2%
Fees and
Other Program
Revenue

1%
Miscellaneous
and Town
Giving

Expenses - \$2,686,375

79%
Head Start/
Early Childhood
Education
and Care

9%
Green
Mountain Foster
Grandparent
Program

5%
Retired Senior
Volunteer
Program

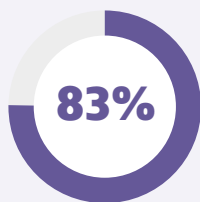
5%
One-2-One

2%
Other

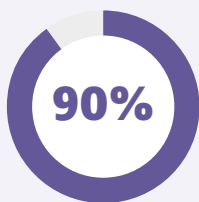
Survey Highlights

from July 1, 2022 to June 30, 2023

ADULT SERVICES & CRT



would recommend this program to a friend or colleague



reported staff treated them with respect.

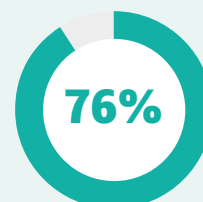
“ My quality of life improved as a result of the services I received. ”

– CCN client

DEVELOPMENTAL SERVICES



reported staff treated them with respect

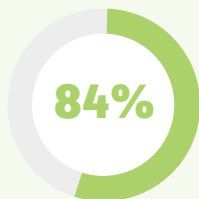


said their quality of life improved as a result of the services they received

“ The people I work with are very nice. ”

– CCN client

SUBSTANCE USE SERVICES



said the services they received made a difference



said their quality of life improved as a result of the services

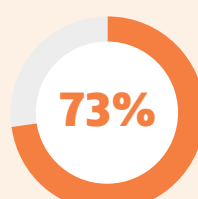
“ Each staff member has a great level of professionalism that is the glue that holds the programming all together. As clients, we are treated with the utmost respect and integrity, this goes a long way. ”

– CCN client

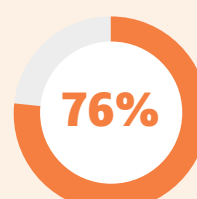
“ My counselors literally saved my life. No joke, no exaggeration. They had different styles but were both effective counselors and passionate about their work. ”

– CCN client

EMERGENCY SERVICES



said they received services that were right for them



were satisfied with the services they received

“ I couldn't live anymore with the way life was. I have hope again. Thank you. ”

– CCN client

“ I am alive today. Thank you for helping me! ”

– CCN client

“ The crisis counselor, we are a thousand percent sure, made a lifelong, incredibly positive impact on our daughter's life. ”

– Family of CCN client

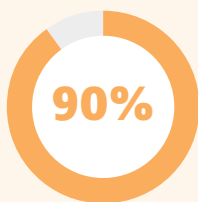
SUCCESS BEYOND SIX *(School-Based)*



reported staff treated them with respect



reported that their school was better off because of their relationship with RMHS staff



reported the students were better able to access their education because of RMHS services

“ Both of our RMHS staff members contribute above and beyond. They start all of their work with good healthy relationships and mutual respect. They contribute not only to our students who are on their caseload, but our entire community through their kind and patient demeanors. Their approach to behavior and social/emotional needs is well needed balance to our school’s current climate. ”

– Community Partner of CCN

Service Results

from July 1, 2022 to June 30, 2023

5%

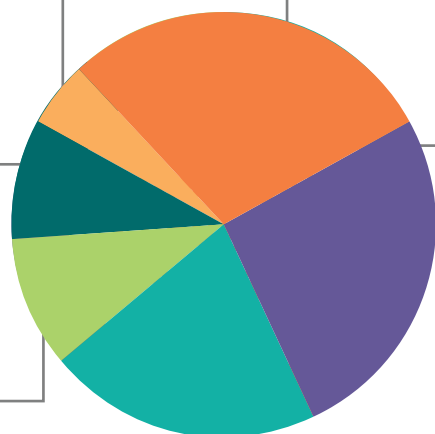
Community Rehabilitation and Treatment

9%

Substance Use Services

10%

Developmental Services



29%

Mental Health Crisis Services

26%

Child & Family Services

21%

Adult Behavioral Health Services



3,601

INDIVIDUALS SERVED



97,345

HOURS OF DIRECT SERVICE PROVIDED TO CLIENTS



CCN Workforce

Total Full-time and Regular Part-time

29

Rutland Community Programs

252

Rutland Mental Health Services

About Community Care Network

Community Care Network is comprised of Rutland Mental Health Services and Rutland Community Programs. The mission of CCN is to enhance the health and well-being of our communities, individuals and families through responsive, innovative and collaborative services. The programs of Community Care Network serve more than 3,000 people each year throughout Rutland County. The dedicated staff of Community Care Network are focused on improving the health and well-being of Rutland County residents and their families living with mental illness, developmental disabilities and substance use disorders. A list of programs appears below. For more information about the wide range of comprehensive services at CCN, please visit our website at www.rmhsccn.org.

RUTLAND MENTAL HEALTH SERVICES

BEHAVIORAL HEALTH

Behavioral Health services at Community Care Network focus on person-centered, evidence-based practices designed to help people thrive within their communities. Rutland Mental Health Services offers a range of Child & Family, Adult Outpatient, Substance Use, and Residential services and programs. Our dedicated staff of caring professionals has been trained to meet federal, state and other accreditation requirements for professional development.

Emergency Crisis Services

Available 24-hours-a-day, 7-days-a-week, providing a two-person response in the community as well as emergency assessment and supportive counseling by telephone, remotely or in person. If you or someone you know is in distress or experiencing a crisis, call (802) 775- 1000 or text (802) 214-2553 and a Crisis Clinician will be able to support you and will help to determine the best response for your situation.

Adult Services

Community Rehabilitation and Treatment: Comprehensive services using a multi-disciplinary treatment team approach for adults with severe mental illness. CRT offers a wide range of support options to help people remain integrated in their communities, while building strategies to live more independent and satisfying lives.

Vocational Opportunity Works: Supported employment services to individuals with mental health and co- occurring disorders.

Outpatient Treatment: Individual and group therapy includes DBT Skills Program, Anger Management, Building Resiliency, Co-Occurring, Grief & Loss, Safe Minds, psychiatric evaluations and psychiatric consultation, and targeted short-term case management.

Eldercare: Outreach mental health services to homebound elders, including clinical assessment, case management, and supportive counseling to caregivers.

Substance Use Services: Substance use treatment services, including alcohol and drug assessments for individuals age 12 and older. Includes individual and group outpatient services, intensive outpatient program (IOP), case management, Rutland County Treatment Court, Federal Drug Court, Healthy Women's Program, Elder SUD services, and collaboration with DCF - Reach Up. Naloxone distribution site.

Substance Use Clinic Services: Medication management, including Medication Assisted Treatment (MAT) for those with substance use disorder, primary care screening and monitoring of health risks, health education and cessation support.

Crisis Stabilization and Inpatient Diversion: Short-term stays for adults with acute psychiatric symptoms to help avoid the need for a higher level of care such as

an inpatient psychiatric hospital or to serve as a step-down from inpatient psychiatric care to prepare for a return to community-based support.

MapleWood Recovery Residence: Supervised and supported recovery intervention services in a residential location for adults in the early stages of recovery.

Welcome Home: A joint program of Rutland Mental Health Services (RMHS) and The Homeless Prevention Center (HPC) of Rutland County, providing housing and support services utilizing the Housing First model to people who experience chronic homelessness.

Embedded Case Management (Lincoln Place, Project Vision, ReachUp, SASH): Multiple partnerships and locations where case managers provide mental health services to adults experiencing emotional/behavioral distress or substance use severe enough to disrupt their lives. These positions assist individuals with engagement, and support access to additional services.

Child and Family Services

The Child and Family Services team is committed to providing a continuum of high-quality evidence-based supports and services that are both accessible and family-centered. Services are provided in a variety of settings including schools, communities and homes, as well as at our Outpatient and Early Childhood offices.

Early Childhood Services: Assessment, consultation, service planning/ coordination, supportive counseling and evidence based individual and family psychotherapy for infants and children age 6 and under. Master's level Early Childhood Mental Health Consultation is provided to childcare centers, Head Start, and childcare provider networks.

Child and Family Outpatient Services: Assessment and Individual, group and family psychotherapy services for children ages 6 to 18 experiencing mental health, behavioral and/or emotional challenges.

Community Supports: Community-based service coordination, supportive counseling and skills building activities for children, youth and families age 6 to 18 who seek assistance navigating through the local system of supports, developing coordinated service plans, building individual and family skills and achieving their self-improvement goals.

School-Based Services: Contracted supports are offered to Rutland County schools for the provision of on-site mental and behavioral health services. Schools have the option of contracting for Clinician, Case Manager and Behavioral Interventionist positions. Through these contracts, RMHS is able to provide more accessible care for students and develop more active collaborations with families, schools and treatment teams.

Rapid Response Services: Immediate, short-term child and family crisis stabilization supports, provided as an aftercare service to the 24/7 RMHS Emergency Services program. Following involvement with RMHS Emergency Services, Rapid Response can be accessed to support a family's safety and stabilization goals as well as assist with hospital discharge planning.

Intensive Family-Based Services (IFBS): Intensive/short-term home and community-based family therapy and stabilization supports for families at

risk of having a child removed from their home due to emotional or behavioral challenges, delinquency, truancy, and/or family risk factors such as domestic violence, mental health and/or parental/caregiver substance abuse issues. IFBS services also provides support and stabilization to families who are in the reunification process with a child following an out-of-home placement.

Vermont Outdoor Adventure Program (VOAP): Daily/year-round individual and group therapeutic, experiential and adventure-based activities provided in a wilderness setting as a means of assisting children and youth in achieving their emotional and behavioral health goals.

Adolescent Outpatient Substance Use Treatment: Services for adolescents seeking treatment and support around challenges related to self-medication and substance use. Treatment utilizes a co-occurring harm-reduction model which simultaneously focuses on both substance use and mental health treatment goals.

Respite Services: Staff supported activities for children designed to offer parents/guardians regularly scheduled breaks from the stressors, attention and supervision that is often required when parenting a child who is impacted by mental, emotional and behavioral challenges.

J.O.B.S Program (Jump On Board for Success): Innovative supported employment and intensive case management service that empowers “at risk” youth, ages 16 through 21 in making healthy life choices, overcoming employment barriers, sustaining healthy relationships and managing the stressors of daily living.

DEVELOPMENTAL SERVICES

Developmental services at Community Care Network provides an array of comprehensive, person-centered supports and services to children and adults with developmental disabilities and their families.

Service Coordination: Assists individuals in planning, developing, accessing, coordinating and monitoring supports and services.

Home Supports:

Supervised Living: Supports provided to individuals who live in their own home/apartment or that of a family member.

Staffed Living: 24-hour supports provided to one or two adults living in their own home/apartment.

Group Living: 24-hour supports for four adults living in our licensed group home.

Shared Living: Supports provided to one or two individuals living in the home of a shared living provider.

Health Services Coordination: Nurse Consultants help coordinate and monitor health care for individuals receiving staffed, group, or shared living supports.

Respite Supports: Provide family members and shared living providers a break in caring for an individual.

Community Supports: Assist adults to develop skills and social connections through volunteering, recreation, leisure, and educational opportunities.

Employment Services: Assist adults to obtain and sustain competitive employment and achieve career goals.

Project SEARCH: Workplace immersion program for students with intellectual disabilities in last year of high school or young adults that helps them learn skills and obtain competitive employment through collaboration with DS, the Rutland School district, Rutland Regional Medical Center, and Voc Rehab.

College Steps: Supports students living with social, communication, or learning challenges to make successful transitions into college life at Castleton University while learning new skills and preparing for meaningful careers.

Clinical Services: Access to psychiatric services, therapies, behavioral consultation, and other clinical supports.

Emergency Crisis Services: Available 24-hours-a-day, 7-days-a-week, providing a two-person response in the community as well as emergency assessment and supportive counseling by telephone, remotely or in person. If you or someone you know is in distress or experiencing a crisis, call (802) 775-1000 or text (802) 214-2553 and a Crisis Clinician will be able to support you and will help to determine the best response for your situation.

Transportation: Reimbursement for mileage to access community supports. Assistance for individuals requiring an accessible vehicle to acquire and maintain accessible transportation.

Bridge Care Coordination: Support for families to access and coordinate needed services and resources for children up to age 22.

Family Managed Respite: Provides families with a break from caring for their child with a disability up to age 21.

Flexible Family Funding: Available to families to support their child or adult family member to live at home.

Specialized Services in a nursing facility: Services for individuals 18 years old and older living in a nursing facility who need additional social, behavioral, or communication supports related to their disability beyond the scope of the nursing facility.

RUTLAND COMMUNITY PROGRAMS

One-2-One: Volunteer drivers provide essential services transportation to adults 60+. More information at www.volunteersinvt.org/service/rsvp-telecare-program.

Green Mountain Foster Grandparent: Volunteers provide mentoring and role modeling for children of all ages in a variety of educational settings throughout Rutland, Bennington, and Addison Counties. These intergenerational relationships enrich both the volunteers and the children they serve. More information at www.volunteersinvt.org/green-mountain-foster-grandparent-program.

RSVP and The Volunteer Center: Provides individuals of all ages with a variety of interesting and diverse volunteer opportunities throughout Rutland and Addison County in over 150 non-profit agencies. Our locally-designed Signature Programs, RSVP Bone Builders and RSVP Operation Dolls and More, also respond to the needs of our communities. More information at www.volunteersinvt.org.

Early Care and Education / Rutland County Head Start: Our 5-STAR, early care and education programs prepare children and families for a successful school experience through comprehensive, integrated, family-centered services. Comprehensive programming integrates successful learning, medical, dental and mental health support; social services; and parent engagement for income-eligible, infants, toddlers, and preschool-age children and their families. More information at www.rutlandcountyheadstart.org.



CCN staff enjoy a fun photo opportunity with a client at the 2023 Developmental Services picnic.



Community Care Network

Rutland Mental Health Services | Rutland Community Programs

LEARN MORE AT: rmhscn.org

P.O. Box 222 | 78 South Main Street | Rutland, VT 05701 | 802.775.2381



Community Care Network



Community.Care.Network

CCN is a
member of:



Vision

To be the provider and partner of choice, advancing services that transform and empower lives.

Mission

To enhance the health and well-being of our communities, individuals and families through responsive, innovative and collaborative services.

2023 Impact Report

PHOTOGRAPHY

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