

**Message from Dan Quinn, President and CEO of Rutland Mental Health Services/  
Rutland Community Programs (The Community Care Network)**

This has been a year where the staff of the Community Care Network showed their resolve, determination, compassion, and most of all their spirit. State funding challenges forced many changes. After all was said and done, we still had a year with numerous examples of superlative quality services. Many have asked me how we did this. Quite simply, the spirit of our staff made it happen.

The clients of our Community Rehabilitation and Treatment (CRT) program rated our service as having the best treatment outcomes compared to other providers in Vermont. This program for those suffering from severe mental illness is a vital support to some very fragile clients. The staff are always thinking of ways to provide that little bit extra to help someone. Our clients noticed these efforts.

We recently went through our site visit for accreditation from the Commission for Accreditation of Rehabilitation Facilities (CARF). We have been CARF accredited for 25 years. We want to give this measure of quality to our community. With the state funding challenges of the past year, some of our sister organizations in other parts of Vermont had to let their CARF accreditation lapse. We did not. We asked our staff to rise to this challenge even in this difficult year. We had a very good site visit. Our Shared Living Program was even cited for “distinction” with the recommendation to be used as an example of best practice nationally. This program places consumers with developmental disabilities in privately-owned homes to meet their residential service needs. The reviewers noted the care and attention our staff give in matching consumers to families and homes. Once again, it was the passion and commitment of our staff that made the difference.

The last program I’ll mention is our Head Start early childhood school service. This past year our Head Start program received the National Association for the Education of Young Children (NAEYC) accreditation, and also received a 5-STAR rating from the Vermont Child Care Development division. Our child care program now has the distinction of being the only 5-STAR rated program for pre-school children in Rutland County.

These are examples of what the Community Care Network brings to Rutland County. What that means is our staff give their very best to an individual throughout the day, every day. The cumulative result is a more global achievement. The most important achievement is what our staff bring to that individual client, on that given day, regardless of the challenge. Passion, commitment, dedication and a special spirit define our staff. What those attributes create are achievements for an organization, an asset for our community, and an invaluable support to those most fragile among us.