

## SERVICES



Community Care Network (CCN) is the parent corporation of Rutland Mental Health Services (RMHS) and Rutland Community Programs (RCP). The mission of RMHS is to improve the overall quality of life of residents in the greater Rutland Region by offering an array of high quality health, human service, education, employment and rehabilitative programs that empower individuals, families and communities to reach their full potential. RCP provides educational programs and social services that address the needs of the community at large.

### ADULT SERVICES – MENTAL HEALTH

**Community Rehabilitation and Treatment Program** provides services for individuals with severe and persistent mental illness.

**Vocational Opportunity Works (VOW)** provides an array of supported employment services to individuals with mental health and co-occurring disorders.

**Partial Hospital** provides time-limited, medically supervised services that are intensive and highly structured.

**Eldercare** provides outreach mental health services to elders, including assessment and case management.

**Emergency Services** (802.775.1000) Available 24 hours per day, 7 days per week for phone or face-to-face intervention.

**Evergreen Substance Abuse Services** provides adult substance abuse treatment services, including alcohol and drug assessment.

### CHILD AND FAMILY

**Child and Family Services** offers a comprehensive range of clinic and community-based programming designed to support children, youth and families in our community whose lives are affected by emotional and behavioral challenges. Services for children from birth to 18 years of age include Mental Health and Substance Abuse Assessment and Treatment. Call 802.773.4225.

### Rutland County Head Start

A federally-funded, comprehensive child development program for income-eligible, preschool aged children and their families.

For more information, please visit: [WWW.RMHSCCN.ORG](http://WWW.RMHSCCN.ORG)

## EMERGENCY SERVICES: 802.775.1000

### COMMUNITY ACCESS PROGRAM (CAP)

(Developmental Disabilities)

CAP provides comprehensive, community-based services to support individuals with developmental disabilities to gain greater self-sufficiency and self-reliance while being part of their community. Services include:

**Shared Living Services** – 114 families support 135 individuals with developmental disabilities in their homes.

**Residential Services** provides group home, supported and supervised apartment programs.

**Child & Family Supports** provides services to children, adults, and their families through advocacy, case management, respite support, and Family Flexible Funding.

**Career Choices Employment Services** provides an array of supported employment services to individuals with developmental disabilities.

**LifeSteps Program** provides a variety of community-based volunteer, recreation/leisure, social skills, and educational opportunities based on individual interests and abilities. These services are provided in the community and in a classroom setting.

### OLDER ADULT AND SENIOR

**Bridges and Beyond** provides non-medical volunteer services to people of any age in the Rutland region to help support independent living.

**InterAge Adult Day Program** is an adult medical and social day program, offering a variety of daytime activities to program participants.

**One-2-One Program** volunteers of all ages provide transportation assistance to adults over age 60 and/or physically challenged adults funded by Medicaid.

**Green Mountain Foster Grandparent Program** focuses on one-to-one continuing relationships between low-income seniors and special needs children and youth in a variety of settings.

### RSVP and The Volunteer Center

Provides volunteer opportunities for people of all ages, serving over 150 non profit organizations in Rutland and Addison Counties. Visit [www.volunteersinvt.org](http://www.volunteersinvt.org) for more details.

### WELLNESS AND PREVENTION EDUCATION

**Rutland Area Prevention Coalition (RAP)** is a substance abuse prevention program educating and promoting healthy lifestyle choices. Visit [www.rapvt.org](http://www.rapvt.org) for more details.

**Rutland Area Physical Activity Coalition** promotes the development and maintenance of safe and accessible community opportunities for physical activity. Visit [www.rapac.info](http://www.rapac.info) for more details.



COMMUNITY CARE  
NETWORK

## 2009 ANNUAL REPORT



### RUTLAND MENTAL HEALTH SERVICES *Rutland Community Programs*





**DANIEL J. QUINN**  
President & Chief Executive Officer

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 were recently re-awarded a 3-year 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. Our Shared Living Program was even cited for "distinction" with 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 who 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 they received the highest 5-star rating.

These are examples of what the Community Care Network brings to Rutland County. What that means is our staff give their very best to individuals 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.

## OUTCOMES 2009

### BEHAVIORAL HEALTH SERVICES

- Improved capability of all programs to treat co-occurring substance use and mental health conditions.
- Opened new crisis stabilization program to provide alternatives to inpatient care through hospital diversion and step-down.
- Enhanced and expanded drug court program and services to those who are receiving medication assisted addiction treatment.
- Improved collaboration with schools, Department of Children and Families, Head Start and others.
- Community Rehabilitation and Treatment program received highest consumer satisfaction amongst similar programs statewide.
- Eldercare program was recently reviewed and is considered a model for the state.

### COMMUNITY ACCESS PROGRAM

- **CAP Child and Family Services** - Satisfaction with services has been over 92% for the past year.
- **Shared Living Program** - Recognized during the CARF accreditation review as "Exemplary Program of Distinction".
- **LifeSteps** - Implemented an option for facility-based services. Created a Community Campus which provides a variety of classes, seminars and special events taught by consumers, staff or community members.
- **Employment Services** - 82 consumers received employment services. 66% of Career Choices consumers are currently employed.

### RUTLAND COMMUNITY PROGRAMS

- **Rutland County Head Start** was awarded 5-STARs (highest rating) from VT Child Development Division for childcare.
- **Rutland Area Prevention Coalition (RAP)** Strategic Plan Project - was awarded a \$120,000 State of Vermont Grant. The Focus is on Prevention of Underage Drinking and Marijuana usage with 21 partners in the community.



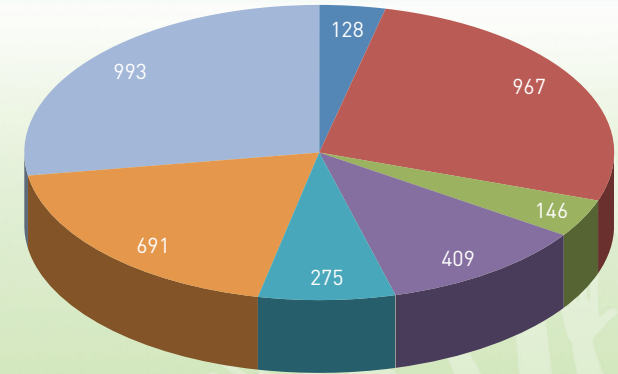
### CARF ACCREDITATION 2009

Rutland Mental Health Services has again received CARF accreditation through October 2012. CARF is quoted to say "This achievement is an indication of the organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of practice excellence."

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## NUMBER OF CLIENTS SERVED BY PROGRAM AREA



Emergency/Crisis Contacts (Children)	128
Child and Family Services	967
Rutland County Head Start	146
Community Access Program	409
Adult Mental Health Programs	275
Evergreen Substance Abuse Services	691
Emergency/Crisis Contacts (Adults)	993

## NUMBER OF CLIENTS SEEN BY TOWN FOR CRISIS, SUBSTANCE ABUSE, CHILD & FAMILY, AND MENTAL HEALTH SERVICES

JULY 1, 2008 TO JUNE 30, 2009

Benson	23	Mount Holly	22
Bomoseen	36	Mount Tabor	1
Brandon	154	Pawlet	27
Castleton	97	Pittsfield	7
Center Rutland	23	Pittsford	86
Chittenden	16	Poultney	85
Clarendon	56	Proctor	73
Danby	25	Rutland City/Town	1,327
Fair Haven	143	Shrewsbury/Cuttingsville	35
Forestdale	14	Sudbury	8
Hubbardton	5	Tinmouth	8
Hydeville	12	Wallingford	46
Ira	3	Wells	19
Killington	16	West Haven	6
Mendon	23	West Rutland	119
Middletown Springs	18		

**TOTAL: 2,533**