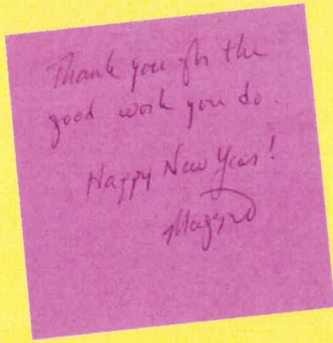
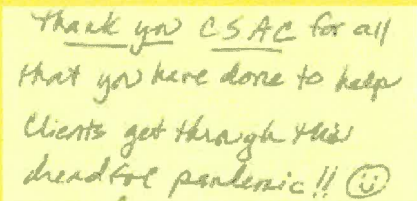


Counseling Service of
Addison County, Inc.

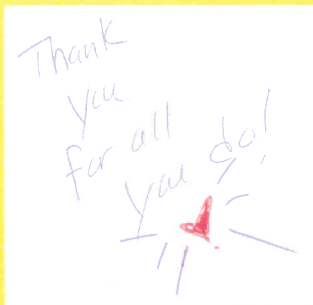
ANNUAL REPORT 2020



"In my opinion you have gone above and beyond during this pandemic. It is greatly appreciated!"



"The contact during COVID has been very helpful and important to routine and consistency."



COVER ART: A little gallery has opened in the lobby of the Community Associates building at 109 Catamount Park, Middlebury, featuring artwork created by CSAC-Community members.

Janice of Salisbury was the gallery's first exhibitor. She creates bright, balanced mandalas in pencil on paper. Janice likes to depict nature and tries to interpret "the beauty of God's creation." She now includes letters and words in her work. Janice also enjoys knitting, shopping, playing the dice-game Farkle, and attending activities at Evergreen House in Middlebury.

A Message from Executive Director Rachel Lee Cummings

It is difficult to reflect on FY20 without focusing exclusively on the global pandemic. But CSAC has shown its grit and moved forward. The pride I have in our agency and the community during every challenge has only increased. **I am confident that we are a more nimble, responsive, and resilient organization.**



Most significantly, CSAC has remained open and available for the community throughout the COVID-19 health crisis. We have continued providing crisis and emergency services, community outreach, school-based services, and outpatient therapy both in-person and remotely throughout every phase of the pandemic. We have mentored hundreds of families experiencing crises and provided services to people temporarily housed in hotels.

Safety remains the top priority. We created, improved, and maintained safe environments in all our facilities, and collaborated with community partners to secure essential PPE. The agency's seven residential homes stayed staffed.

CSAC received **full approval as a Center of Excellence** from Vermont Care Partners. This certification promotes quality improvement and high-quality services through agencies.

Also, CSAC purchased a 5-unit apartment building to **establish permanent, 24/7 supportive housing** that reduces expensive, long-term hospitalization for people living with acute mental health illnesses.

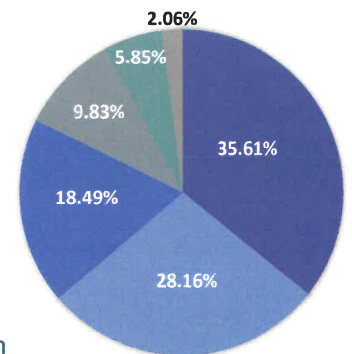
I would be remiss not to mention our awareness of the national attention to race and equity disparities. Already responsive to mental and behavioral health stigmas, the **systemic effects of racism directly connect to CSAC's commitment to pursue equality for all people.** CSAC is committed to becoming an anti-racist organization. CSAC will engage in dismantling systems that oppress historically marginalized groups in our community and the agency.

I am thankful to our donors, partners, the board of directors, and our incredible staff for their efforts to that ensure CSAC will continue to provide excellent mental health, developmental, and substance use services.

We invite you to visit CSAC's newly refreshed website:

www.csac-vt.org

Visit us on Facebook @csacvt and Instagram at csac_vt89



CSAC FY20 EXPENSES BY PROGRAM (UNAUDITED)

Developmental Services	\$8,466,456	35.61%
Youth & Family	\$6,678,928	28.16%
Adult Mental Health	\$4,385,438	18.49%
Administration	\$2,322,031	9.83%
Crisis Intervention	\$1,388,141	5.85%
Substance Use Recovery	\$489,259	2.06%

TOTAL \$23,720,253

A Message from Board President David Hallam

No one expected to spend the past year adjusting to the most serious virus to overtake the world in our lifetime.

I believe four words define CSAC's response to the COVID-19 pandemic: adaptability, resilience, dedication, and bravery. CSAC responded by quickly adapting ways to provide critical services to our community. As exposure threats grew and continually changed in the fall of 2020, CSAC remained resilient. Staff remained and continue to remain dedicated to serve the community and bravely put aside personal safety to do so.



Over the past year, the Board of Directors has worked hard to increase skills and depth of understanding. We reorganized our core committees: Nominating and Governance, Finance, Development, and Quality & Compliance. Each committee designated a leader and established specific annual goals. Committees meet monthly to discuss and work on their goals, then report to the full board. CSAC's Board of Directors is now positioned to be more efficient, knowledgeable, and available to the agency's complex and dynamic needs.

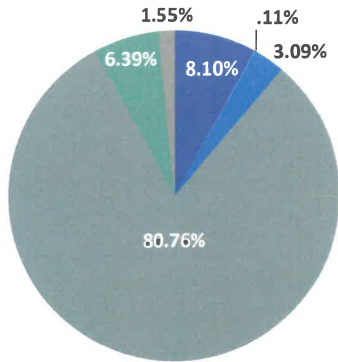
I have a quote posted on my refrigerator that reminds me every day of the power of the human spirit:

*Do not pray for easy lives: pray to be stronger women and men.
Do not pray for task equal to your powers,
but for power equal to your tasks.
Then, the doing of your work will be no miracle,
you will be the miracle.
Every day you will wonder at yourself and the richness of life
that has come to you by the grace of God.*

Adapted, Rev. Phillip Brooks

On behalf of the Board of Directors, I thank CSAC's staff for their adaptability, resilience, dedication, and bravery.

CSAC FY20 INCOME (UNAUDITED)



Local contracts	\$139,570	0.58%
Program fund raising	\$110,640	0.46%
Other	\$72,255	0.30%
Town funds from municipal taxes	\$35,475	0.15%
United Way	\$14,337	0.06%

Medicaid Fees	\$19,398,519	80.76%
State Grants/Contracts	\$1,946,954	8.10%
Other Contracts	\$1,534,215	6.39%
Client and Insurance Fees	\$742,844	3.09%
Local Funds, see inset	\$372,277	1.55%
Federal Funds	\$25,500	0.11%
REVENUE TOTAL	\$24,020,309	

TOTAL PEOPLE SERVED



2,230 in FY20

SERVICE HOURS BY TOWN*

*includes 24/7 residential care

Addison	38,816
Bridport	4,841
Bristol	112,241
Cornwall	10,092
Ferrisburgh	23,137
Goshen	17,413
Granville	258
Hancock	3,169
Leicester	33,809
Lincoln	1651
Middlebury	268,114
Monkton	437
New Haven	13,401
Orwell	11,845
Panton	19,638
Ripton	14,972
Salisbury	71,051
Shoreham	34,033
Starksboro	13,842
Vergennes	51,378
Waltham	3,921
Weybridge	3,871
Whiting	9,505
Total for all Addison County towns	761,435
Other towns	47,472
Grand Total	808,907



When CSAC put out a request for cloth masks, the community was quick to respond. About 500 masks were sewn for our staff and clients—such generosity! Thank you answering the call, dear friends! Your actions exemplified CSAC's motto: **people helping people.**

CSAC LEADERSHIP TEAM

- Rachel Lee Cummings, Executive Director
- Bill Claessens, Chief Financial Officer
- Alexa Euler, Director of Human Resources
- Cheryl Huntley, Operations Director, Youth and Family Services
- Dr. Bob Jimerson, Medical Director
- Dr. Joe Lasek, Medical Director as of January, 2021
- Greg Mairs, Operations Director, Developmental Services
- Alexander "Sandy" Smith, Director, Adult Mental Health Services

**Our community is healing,
but it is not broken.**

You can help.

Donate via our website at www.csac-vt.org or by mail at CSAC, 89 Main Street, Middlebury, VT 05753. Thank you!

CSAC BOARD OF DIRECTORS, UP TO JUNE 2020

- David Hallam, President
- Barbara Doyle-Wilch, Vice-President
- Joanne Scott, Treasurer
- David Roberts, Secretary

CSAC MEMBERS AT LARGE

- David Andrews, Sarah McGowen Audet,
- Matt Birong, Lewis Holmes, Gary Margolis,
- Thelma "Kitty" Oxholm, Leonard "Len" Rowell,
- Louise Sandberg, Jane Spencer, Ted Tighe

CSAC's MISSION

The Counseling Service of Addison County is committed to promoting stable and safe communities by helping people live emotionally healthy and satisfying lives. We strive to provide the best mental health, substance use, and developmental services to improve the quality of life for all community members. We work collaboratively with community organizations to help individuals and families achieve maximum wellness.

ACCESSIBILITY POLICY

Auxiliary aid and reasonable accommodations will be made upon request to ensure that all benefits, services, and activities of CSAC are fully accessible to all individuals.

24/7 EMERGENCY HOTLINE 802.388.7641

WWW.CSAC-VT.ORG

802.388.6751

f @CSACVT

CSAC_VT89



ok. you've got this.
The Resiliency Project
okyouvegotthis.org



Member Agency
**United Way of
Addison County**



Member Agency
**Vermont
Care Partners**



**Counseling Service
of Addison County, Inc.**
89 Main Street
Middlebury, VT 05753