



Counseling Service of Addison County Impact Report

Quick Access

Building
Community

Supporting
Youth

Strong
Partnerships

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FY 2024

www.csac-vt.org



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A United Way of Addison County Funded Agency

Letter from the Executive Director

01



Rachel Lee

Executive Director

Celebrating 65 Years of Impact in Addison County

For 65 years, Counseling Service of Addison County (CSAC) has been a steadfast presence in our community, walking alongside individuals and families as they navigate life's challenges. From our earliest days as a small guidance clinic, we have grown into a comprehensive agency that provides critical mental health, developmental, and crisis services to people of all ages.

The work we do is deeply meaningful. Every day, our dedicated staff support people facing mental health crises, families navigating complex systems, and individuals striving to lead independent, fulfilling lives. This work requires skill, care, and an unwavering belief in the strength and potential of the human spirit. CSAC's success is built on strong relationships with our clients, community partners, and supporters. Together, we've created programs like My Pad, which provides housing and stability for those with complex needs, and our supported employment initiatives, helping individuals find purpose and connection through meaningful work. As we reflect on the past 65 years, we realize our work is as vital today as it was in 1959.

We remain committed to our mission of fostering resilience, connection, and well-being, knowing that the strength of a community lies in how it supports its members. Thank you for being part of CSAC's journey.

Together, we will continue this important work, **building a community where everyone has the opportunity to thrive.**

Mission, Vision & Values

02



Mission

By offering comprehensive services and supports for social and emotional well-being, CSAC helps nurture communities where individuals and families thrive.

Vision

CSAC envisions a compassionate and resilient community that honors everyone's full potential.

Values

We commit to:

- People-Centered Care
- Collaboration
- Innovation
- Justice, Equity, Diversity, and Inclusion
- Resourcefulness
- Client inclusion

Developmental Services

03



CSAC's Developmental Services program embodies the heart of a strong, vibrant community—ensuring that individuals with intellectual and developmental disabilities have the tools and support to thrive.

We are proud to partner with individuals and their families, creating opportunities for independence, meaningful connections, and personal fulfillment. In the past year, our team has **served 160 individuals through a range of services tailored to meet unique needs.**

SUPPORTED HOUSING

CSAC's offers four supported living developmental services group homes and works with 47 **Shared Living Providers** to offer supported housing.

SUPPORTED EMPLOYMENT

CSAC's Supported Employment supports individuals in achieving *meaningful* employment, building skills, developing relationships and increasing connections.



CSAC Direct Support Professionals drove over 109,000 miles supporting individuals at their jobs last year!

Adult Mental Health Services

04



Beth Scott, Dannielle Dupoise, & Joanne Bodette manage Adult Mental Health 89 Main Street switchboard/front desk.

CSAC's Adult Mental Health program offers a wide range of services tailored to meet the diverse needs of individuals in our community. From short- and long-term counseling to addiction recovery and psychiatric care, we ensure that every client receives personalized, holistic support.

In addition to traditional office-based therapy, services include rapid access to mental health care, addiction recovery programs, and group therapy options. For individuals in crisis, **our 24/7 Emergency Team, Interlude Mental Health Urgent Care, and Mobile Crisis** offer immediate, life-saving support.

Investing in Training: Dually Licensed Staff Support Mental Health and Substance Use Treatment

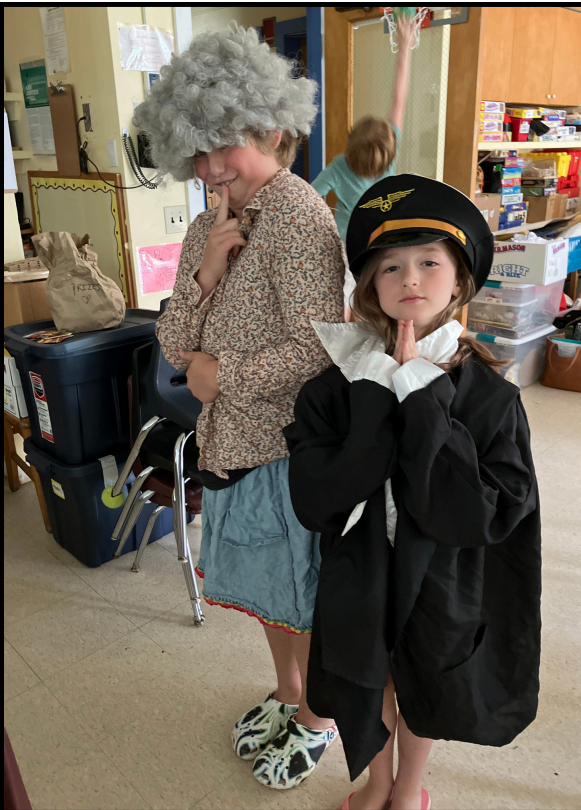
CSAC recognizes the interconnected nature of mental health and substance use disorders, which is why we are committed to expanding our team of dually licensed clinicians—professionals trained in both mental health and substance use treatment. With funding from the Town of Middlebury's Opioid Settlement funds, we are investing in training and resources to ensure that our staff can provide integrated, effective care.

Last year, we supported multiple staff members in pursuing their Licensed Alcohol and Drug Abuse Counselor (LADC) credentials. By the end of 2025, we aim for all Adult Outpatient clinicians to be dually licensed.



Youth and Family Services

05



At CSAC, we believe that **supporting children, youth, and families is foundational to building strong, vibrant communities.** CSAC's Youth and Family Services serves youth up to 22 years old struggling with emotional, mental, and behavioral health challenges and substance abuse issues.

We offer:

- Individual Therapy, Family Based Therapy
- School Based Therapy
- School Based 1:1 Support
- 24/7 Home, Office or Telephone Crisis Support
- Family Care Coordination
- JOBS (Supported Employment Program for Youth Ages 16-22)



914 YOUTH AND FAMILIES SERVED

CSAC's Youth and Family Services offers ongoing therapeutic groups for youth of all ages and parenting groups like:

- Adventure Based Groups
- Mindfulness Groups
- Youth Therapeutic Equine Partnership
- Summer Forest Project
- Breakthrough Parenting: Navigating Trauma Across Generations
- Foster Parent and Kinship Parenting



Building Strong, Vibrant Communities

06



CSAC's mission extends beyond providing mental health services —**we are builders of community resilience, connection,** and opportunities for everyone to thrive.

CSAC is deeply committed to helping individuals connect to and become part of their communities in ways that are most meaningful to them.

By fostering meaningful relationships and providing tailored supports, CSAC ensures that every individual has the chance to thrive.

We are proud to be part of the Addison County fabric, a place where **collaboration and care create stronger, more resilient communities.**

Reducing Barriers, Growing Expertise: Our Internship Program

07



CSAC Adult Mental Health Interns
in front of our 89 Main Street location

Interns have dramatically reduced the wait time for adults seeking mental health and substance use outpatient services. Interns conduct assessments, take crisis calls, offer therapy, lead groups at The Center and Evergreen, and join Charter House staff weekly for community outreach.

CSAC's Adult Mental Health internship program for master's level clinical interns:

- **Reduces barriers and increases access** and **quickly connects people** to critical services
- **Provides consistent curriculum and well-rounded introduction** to community mental health
- **Expands learning opportunities**, broadening experience for those entering the field

Adult Mental Health Clinical Interns FY 2024

12 interns
131 clients served
47,800 service minutes

"Whether interns stay at CSAC or go on to work elsewhere, we are confident that every clinician benefits from early roots in community mental health, and the values and practices interns learn here will benefit the wider field of mental health services. CSAC has partnered with eight (and counting!) different masters programs in social work, counseling and psychology to provide the hands-on learning necessary to complete a masters degree."

Lea Calderon-Guthe, LICSW, Adult Outpatient & Emergency Team Clinician and Coordinator of Clinical Internships in Adult Mental Health

Strong Partnerships: Embedded Interns at Charter House Coalition 08



Keryna Stutts (left) and Amelia Hart (right) are interns doing outreach with Charter House

Embedded CSAC clinical interns at community partners such as Charter House Coalition (in Middlebury) quickly connect clients to critical services, reduce barriers to services, and offer support and consultation to community partner staff. CSAC interns are part of a team led by Charter House Staff and includes Turning Point Center of Addison County staff. They visit unhoused neighbors on foot around town as well as taking the Charter House van to see folks temporarily sheltered in local hotels.

*“Through CSAC’s internship program and street outreach, we see firsthand the benefits of connecting vulnerable individuals with clinical resources. Continued **collaborations with CSAC’s E-Team** have helped **improve the crisis responses** that are sometimes needed to keep our guests, staff and neighbors safe. We are grateful for the opportunity to continue to help improve our social service network in Addison County and proud to have CSAC with us in this work.”* Heidi Lacey, ED, Charter House Coalition

Three CSAC interns each conduct weekly 4-hour morning shifts at Charter House. In addition, they accompany Charter House staff on outreach walks around town and initiated a weekly art group at Charter House.

Rapid, Reliable Support When It's Needed Most

09

At CSAC, we understand that mental health crises don't follow a schedule, and timely support can make all the difference. That's why we've created a robust continuum of crisis services designed to meet people where they are—whether at home, in the community, or at our **Interlude** center.

Rapid Access ensures individuals seeking mental health support are seen quickly, reducing wait times and connecting them to counseling and other essential services, making it easier for people to get the help they need promptly and before challenges escalate.



Interlude, our Adult Mental Health Urgent Care program, offers a welcoming environment for individuals in immediate need. With self-referral options and compassionate staff, Interlude provided care to 40 individuals across 163 visits in just three months—without a single referral to the emergency department. People can find calm, connection, and the resources to move forward.

Our **Mobile Crisis Team** delivers care directly to those in need, wherever they are. By partnering with schools, shelters, and community organizations, we bring critical services, offering safety, stabilization, and a bridge to ongoing support. Whether it's walking with a neighbor in crisis or supporting someone in a moment of uncertainty, this team exemplifies the power of responsive care.

Finally, our **Emergency Team** is available 24/7 to respond to urgent mental health and substance use crises. With nearly 1,000 crisis services delivered last year, the team provides assessment, safety planning, and coordination with hospital staff when needed, ensuring no one faces their crisis alone.



Celebrating 65 Years

10



In May, CSAC staff, board, friends, family and supporters **gathered to kick off and celebrate CSAC's 65th year of service** to the community.



THANK YOU FOR JOINING US!



In September, **32 teams and over 100 volunteers gathered for connection, community and laughter** at CSAC's annual Bocce tournament. Sponsors, teams and individuals raised over \$30,000 for CSAC's programs and services. We are so **grateful!**

Gratitude for Our Staff: We Are So Proud!

11



Members of Developmental Services and Leadership team (left to right) Danny Grace, Molly Brown, Char Kelton, Amber Thornton, Rachel Lee and Greg Mairs (front) accepted the **2023 Addison County Chamber of Commerce Nonprofit of the Year Award**. Photo Credit ACCC, awards dinner October 2023. Happy retirement Danny and Char!



CSAC was recognized at the 30th anniversary celebration for the JOBS (Jump On Board for Success) program for transition age young adults. CSAC's Supported Employment Coordinator Steve Reigle (above, right), was also recognized for his professional commitment to the program. Bradley Schott, Employment Specialist, above left, accepted the dedication award on behalf of CSAC.



CSAC received the 2024 Governor's Excellence in Worksite Wellness: Bronze Level, which recognizes a standard of excellence for worksite wellness. Ann Moreau-Kensek and Samantha Sturtevant represent and accept the award on behalf of CSAC's HR team.

FY2024 CSAC Financials

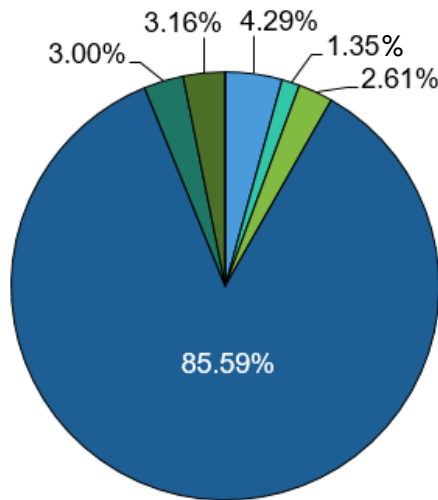
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Service Hours by Town

Town	Service Hours
Addison	24,503
Bridport	22,798
Bristol	51,554
Cornwall	9,216
Ferrisburgh	27,823
Goshen	33
Granville	254
Hancock	528
Leicester	43,602
Lincoln	3,453
Middlebury	306,920
Monkton	438
New Haven	6,421
Orwell	13,228
Panton	11,237
Ripton	7,121
Salisbury	104,149
Shoreham	26,177
Starksboro	1,405
Vergennes	50,370
Waltham	236
Weybridge	1,559
Whiting	9,028
	722,053
Other towns	78,525
Total Service Hours	800,578
Total People Served	1879

Statement of Operations Fiscal Year 2024

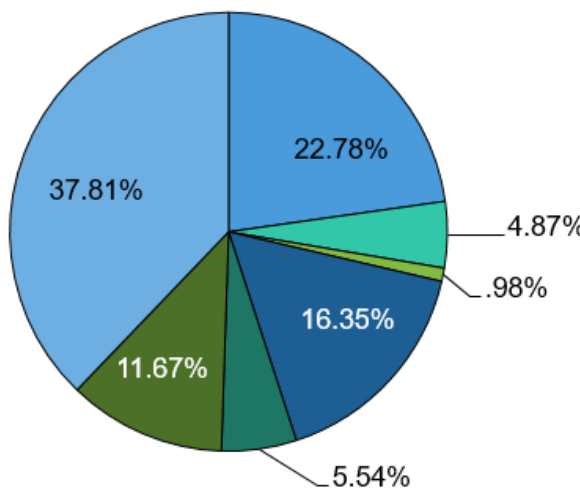
Revenue Total: \$29,611,532



Income by Program

- 85.59% Medicaid Fees
- 4.29% State Grants/Contracts
- 3.16% Local Funds
- 3% Other contracts
- 2.61% Client & Insurance Fees
- 1.35% Federal Funds

Expense Total: \$29,004,516



Expenses by Program

- 37.81% Developmental Services
- 22.78% Youth and Family Services
- 16.35% Community Rehabilitation and Treatment
- 11.67% Administration
- 5.54% Crisis Intervention
- 4.87% Adult Mental Health
- .98% Substance Use Services

***Updated as of November 2024**

Save the Dates

13

CSAC hosts Me2/Classical Music for Mental Health

Me2/

*Classical Music
for Mental Health*

Me2/ ("me, too") is the world's only classical music organization created for individuals with mental illnesses and the people who support them.



Tuesday, May 20, 2025 (evening)

- Location/time TBD
- A free, ticketed event



CSAC Annual Bocce Tournament Returns Saturday September 13, 2025



**Saturday September 13
Middlebury Rec Field**

- Fun, friendly competition
- No experience necessary
- Connecting, community event
- Help raise money for CSAC's work towards community wellness



Contact Us

Counseling Service of Addison County, Inc

Main number: 802 388 6751

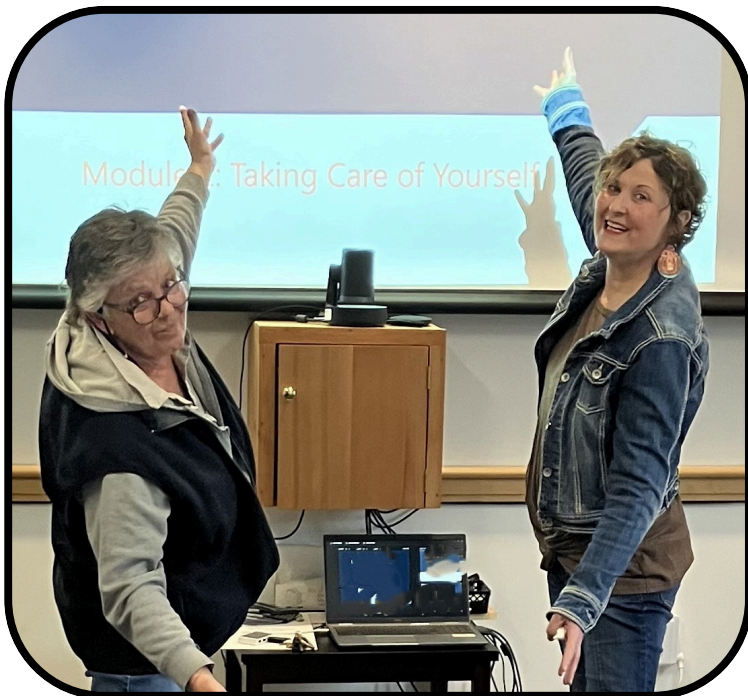
24/7 Emergency & Crisis Services:
802 388 7641

www.csac-vt.org

89 Main St. Middlebury, VT 05753

Donate today!

Make a gift online on our website, use this QR code, or send via mail, checks payable to "CSAC"



Leadership Team

Rachel Lee, Executive Director

William Claessens, Chief Financial Officer

Alexa Euler, Director of Operations and Organizational Development

Alexander "Sandy" Smith, Director, Adult Mental Health Services

Greg Mairs, Operations Director, Developmental Services

LuAnn Chiola, Operations Director, Youth and Family Services

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Suzanne Aldana, Vice-President

Jon Crystal, Secretary

Joanne Scott, Treasurer

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