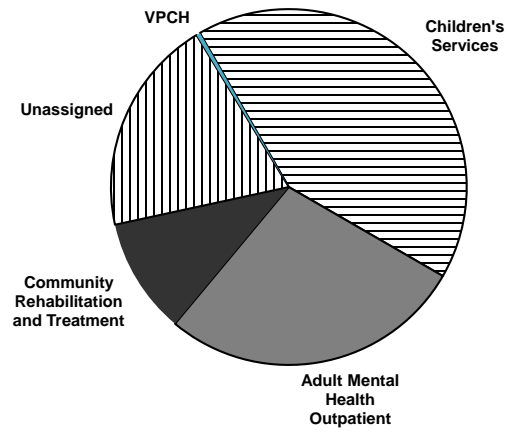


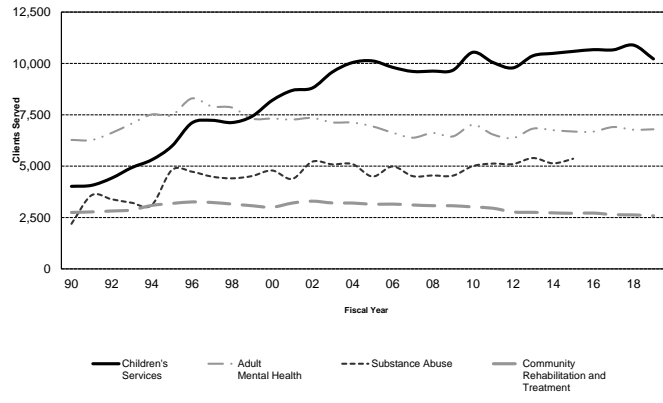
**FY 2019  
Statistical  
Report**

**VERMONT AGENCY OF HUMAN SERVICES  
DEPARTMENT OF MENTAL HEALTH**

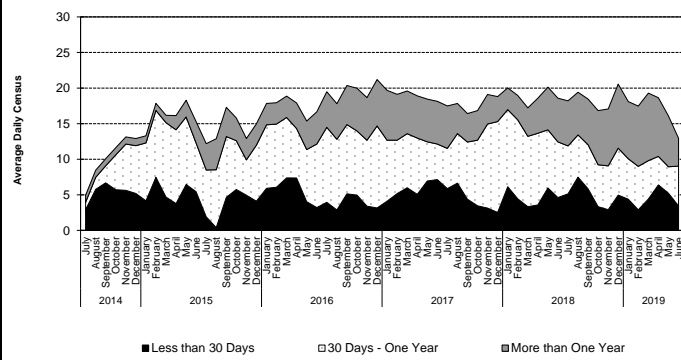
**CLIENTS SERVED  
by Primary Program Assignment  
FY2019**



**COMMUNITY PROGRAMS  
Clients Served Per Year**



**Part 3: Vermont Psychiatric Care Hospital  
Average Daily Census by Length of Stay  
FY2014 - FY2019**





VERMONT AGENCY OF HUMAN SERVICES

DEPARTMENT OF MENTAL HEALTH

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Waterbury, Vermont 05671-2010

Sarah Squirrell  
Commissioner

FISCAL YEAR 2019

STATISTICAL REPORT

MAY 2020

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## INTRODUCTION

The Vermont Department of Mental Health (DMH) Statistical Report presents a systematic, quantitative overview of the clients and services of the Department's service delivery system for FY2019. This report is intended to function as a reference document for administrators, policymakers, and other interested parties. Annual statistical reports have been published since 1985. Together, these reports provide a detailed history of the development of systems of community care for people in need of mental health services and the decline in the amount of publicly funded institutional care.

The report consists of four major statistical sections followed by detailed notes that provide the definitions, methodological specifications, and caveats that are necessary to interpret the statistical results. The first section provides a comparative overview of the major programs. The next two sections provide more detailed descriptions of community service programs and a historical overview of the Vermont State Hospital. The fourth section provides a historical overview of the caseloads of the major community service programs.

The community service data presented in this report were provided by the state's Designated Agencies, and the Vermont Psychiatric Care Hospital (VPCH) inpatient data came directly from the VPCH Electronic Health Record.

All the data in this report should be considered in light of the detailed notes presented in Part 5. Part 5 provides definitions of terms used in this report as well as cautions that should be observed when interpreting the data. When the data are considered in light of the accompanying notes, they should provide a complete and accurate overview of the clients and activities of designated provider agencies.

Part 1 presents an overview of Vermont's service delivery system. The tables provide data on the number and characteristics (both demographic and clinical) of clients served and a summary of services provided. The major community programs include Children's Services, Adult Mental Health Outpatient, Community Rehabilitation and Treatment, and Emergency Services. This report also includes inpatient services provided by the Vermont Psychiatric Care Hospital (VPCH).

On intake at a designated agency, a client is usually assigned to one program (primary program assignment) although individual clients may receive services from more than one program (program of service). Client demographic and clinical characteristics are presented by last reported primary program assignment. Service data are presented by program of service and record the number of service events.

Part 2 presents a more detailed description of community clients and services in four subsections, one for each community program of service. For each of these programs of service, comparative client data are presented, and patterns of service delivery are detailed at the provider level.

Part 3 contains tables regarding individuals who were in the Vermont Psychiatric Care Hospital (VPCH) at any time during FY2018. With the opening of the newly constructed state hospital in FY2015, this section complemented the overall description of state hospital clients and services presented in Part 1 by focusing on patients' legal status, the discharge rates of recently admitted patients, and the length of stay for continuing patients. Information on each of these characteristics is presented by clients' catchment area, age, gender, diagnosis, and

type of admission. VPCH opened in July 2014 with a limited number of beds for part of July 2014. The hospital was fully open by August 2015.

Part 4 presents a historical overview of caseloads of the major programs from FY1990 through FY2019, including Children's Services, Adult Mental Health Outpatient, and Community Rehabilitation and Treatment.

Copies of this report and the reports for FY1999 forward are available online at:

<https://mentalhealth.vermont.gov/reports-forms-and-manuals/reports/statistical-reports-and-data>

Requests for additional information or analyses may be directed to:

[ahs.dmhip@vermont.gov](mailto:ahs.dmhip@vermont.gov)

## **ACKNOWLEDGEMENTS**

This report is the result of the cooperative efforts of individuals in every part of Vermont's mental health service delivery systems. The Department of Mental Health is indebted to all who contributed to the development and maintenance of the data systems that made this report possible.

The Directors of Vermont's designated agencies and institutions have been responsible for the development and maintenance of their respective Management Information Systems. Their support for the accurate accrual of comparable data has been and continues to be essential.

The Management Information System Database Managers at community service provider agencies and institutions worked closely with Department of Mental Health staff throughout the year to ensure the accuracy of and to identify the shortcomings of the data. Even more important, their continuing efforts to ensure accurate and uniform coding of service and client data, to streamline paper flow, and to make their Management Information Systems a useful management tool were essential to the completeness and accuracy of this report.

The Department of Mental Health thanks the administrators and MIS Database Managers for their cooperation and support.





## LIST OF TABLES

Table	Title	Page
PART 1:	OVERVIEW	1
1-1	Number of Clients Served	3
1-2	Clients Served per 1,000 Age-Specific Population	4
1-3	Age of Clients Served	5
1-4	Gender of Clients Served	6
1-5	Annual Family Income of Clients Served	7
1-6	Responsibility for Fee of Clients Served	8
1-7	ICD-10 Diagnosis of Clients Served	9
1-8	Problems of Clients Served	10
1-9	Length of Stay of Clients Served	11
1-10	Clinical Interventions	12
1-10a	Individual, Family, and Group Therapy	13
1-10b	Medication and Medical Support and Consultation Services	14
1-10c	Clinical Assessment Services	15
1-11	Day Services	16
1-12	Service Planning and Coordination	17
1-13	Community Supports	18
1-14	Employment Services	19
1-15a	Emergency/Crisis Assessment, Support, and Referral	20
1-15b	Emergency/Crisis Beds	21
1-16	Housing and Home Supports	22
1-17	Condition of Clients on Termination of Services	23
PART 2:	COMMUNITY PROGRAMS	25
2-1	Program of Service of Clients Served Each Month	27
2-2	Primary Program Assignment of Clients Served Each Month	28
2-3	Age and Gender of Clients Served	29
2-4	Responsibility for Fee of Clients Served	30
2-5	ICD-10 Diagnosis of Clients Served	31
2-6	Length of Stay of Clients Served	32
2A:	Children's Services Programs	33
2A-1	Age and Gender of Clients Served	35
2A-2	Responsibility for Fee of Clients Served	36
2A-3	ICD-10 Diagnosis of Clients Served	37
2A-4	Length of Stay of Clients Served	38
2A-5	Clinical Interventions	39
2A-5a	Individual, Family, and Group Therapy	40
2A-5b	Medication and Medical Support and Consultation Services	41
2A-5c	Clinical Assessment Services	42
2A-6	Service Planning and Coordination	43
2A-7	Community Supports	44
2A-8a	Emergency/Crisis Assessment, Support, and Referral	45
2A-8b	Emergency/Crisis Beds	46
2A-9	Housing and Home Supports	47
2A-10	Respite Services	48

2B:	Adult Mental Health Outpatient Programs	49
2B-1	Age and Gender of Clients Served	51
2B-2	Responsibility for Fee of Clients Served	52
2B-3	ICD-10 Diagnosis of Clients Served	53
2B-4	Length of Stay of Clients Served	54
2B-5	Clinical Interventions	55
2B-5a	Individual, Family, and Group Therapy	56
2B-5b	Medication and Medical Support and Consultation Services	57
2B-5c	Clinical Assessment Services	58
2B-6	Service Planning and Coordination	59
2B-7	Community Supports	60
2B-8	Emergency/Crisis Assessment, Support, and Referral	61
2C:	Community Rehabilitation and Treatment Programs	63
2C-1	Age and Gender of Clients Served	65
2C-2	Responsibility for Fee of Clients Served	66
2C-3	ICD-10 Diagnosis of Clients Served	67
2C-4	Length of Stay of Clients Served	68
2C-5	Clinical Interventions	69
2C-5a	Individual, Family, and Group Therapy	70
2C-5b	Medication and Medical Support and Consultation Services	71
2C-5c	Clinical Assessment Services	72
2C-6	Day Services	73
2C-7	Service Planning and Coordination	74
2C-8	Community Supports	75
2C-9	Employment Services	76
2C-10a	Emergency/Crisis Assessment, Support, and Referral	77
2C-10b	Emergency/Crisis Beds	78
2C-11	Housing and Home Supports	79
2E:	Emergency Service Programs	81
2E-1	Clinical Interventions	83
2E-2	Service Planning and Coordination	84
2E-3	Community Supports	85
2E-4a	Emergency/Crisis Assessment, Support, and Referral	86
2E-4b	Emergency/Crisis Beds	87
PART 3:	VERMONT PSYCHIATRIC CARE HOSPITAL	89
3-1	Average Daily Census: July 2015 through June 2018	91
3-2	Monthly Utilization	92
3-3	Catchment Area and Utilization	93
3-4	Age and Utilization	94
3-5	Gender and Utilization	95
3-6	ICD-10 Diagnosis and Utilization	96
3-7	Legal Status on Admission and Utilization	97
3-8	Type of Admission and Utilization	98
3-9	Catchment Area and Legal Status of Patients Admitted	99
3-10	Age and Legal Status of Patients Admitted	100
3-11	Gender and Legal Status of Patients Admitted	101
3-12	ICD-10 Diagnosis and Legal Status of Patients Admitted	102
3-13	Type of Admission and Legal Status of Patients Admitted	103

3-14	Catchment Area and Discharge Rate of Patients Admitted	104
3-15	Age and Discharge Rate of Patients Admitted	105
3-16	Gender and Discharge Rate of Patients Admitted	106
3-17	ICD-10 Diagnosis and Discharge Rate of Patients Admitted	107
3-18	Legal Status and Discharge Rate of Patients Admitted	108
3-19	Type of Admission and Discharge Rate of Patients Admitted	109
3-20	Catchment Area and Length of Stay of Patients in Residence at End of Year	110
3-21	Age and Length of Stay of Patients in Residence at End of Year	111
3-22	Gender and Length of Stay of Patients in Residence at End of Year	112
3-23	ICD-10 Diagnosis & Length of Stay of Patients in Residence at End of Year	113
3-24	Legal Status and Length of Stay of Patients in Residence at End of Year	114
3-25	Type of Admission and Length of Stay of Patients in Residence at End of Year	115
PART 4: HISTORICAL OVERVIEW		117
4-1	Primary Program Assignments	119
4-2	Children's Services Programs by Designated Agency	120
4-3	Adult Mental Health Outpatient Programs by Designated Agency	121
4-4	Community Rehabilitation & Treatment Programs by Designated Agency	122
PART 5: NOTES		123
Overview		
1.	The Scope of This Report	125
2.	Community Provider Agencies	126
3.	Clients Served	126
4.	Age	128
5.	Income	128
6.	Responsibility for Fee	128
7.	Diagnosis	129
8.	Problems	129
9.	Length of Stay	129
Types of Service		
10.	Clinical Interventions	130
11.	Day Services	130
12.	Service Planning and Coordination	130
13.	Community Supports	131
14.	Employment Services	131
15.	Crisis Services	131
16.	Housing and Home Supports	131
17.	Respite Services	132
18.	Condition on Termination	132
Vermont Psychiatric Care Hospital		
19.	Admissions and Discharges	132
20.	Legal Status	133
21.	Type of Admission	134
22.	Discharge Rate	134
23.	Length of Stay	134



# Part 1: Overview

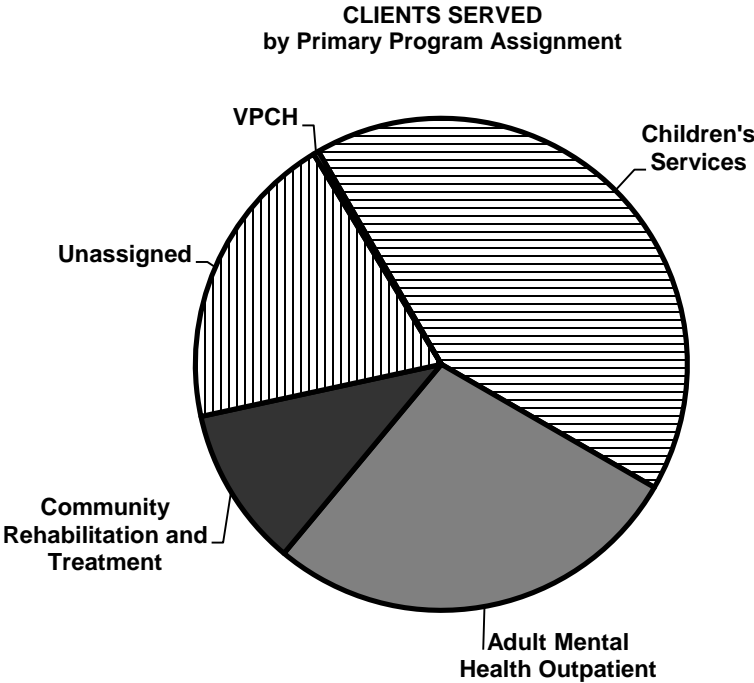




TABLE 1-1  
Vermont Agency of Human Services  
Department of Mental Health

**NUMBER OF CLIENTS SERVED**  
by Clients' Primary Program Assignment and Designated Agency  
Fiscal Year 2019

<u>Designated Agency</u>	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Unassigned</u>	<u>VPCH</u>
CSAC (Addison)	939	650	155	46	3
NCSS (Northwest)	1,475	599	218	345	3
HC (Chittenden)	1,921	604	575	1,476	36
LCMH (Lamoille)	402	185	132	253	1
HCRS (Southeast)	1,362	964	381	636	14
NKHS (Northeast)	503	938	220	386	3
CMC (Orange)	616	579	88	215	2
RMHS (Rutland)	979	334	279	580	6
UCS (Bennington)	489	555	142	485	2
WCMH (Washington)	1,067	1,241	347	411	17
Northeastern Family Institute	465	-	-	-	-
Pathways	-	145	50	-	-
<u>Total</u>	10,218	6,794	2,587	4,833	87

See notes 1, 2 and 3.

TABLE 1-2  
Vermont Agency of Human Services  
Department of Mental Health

**CLIENTS SERVED PER 1,000 AGE-SPECIFIC POPULATION**  
by Clients' Primary Program Assignment and Designated Agency  
Fiscal Year 2019

<u>Designated Agency</u>	<u>Children's Services<sup>a</sup></u>	<u>Adult MH Outpatient<sup>b</sup></u>	<u>Community Rehabilitation<sup>b</sup></u>	<u>Unassigned<sup>c</sup></u>	<u>VPCH<sup>b</sup></u>
CSAC (Addison)	153.1	21.5	5.1	1.3	0.1
NCSS (Northwest)	120.6	13.5	4.9	6.1	0.1
HC (Chittenden)	65.9	4.5	4.2	9.0	0.3
LCMH (Lamoille)	64.0	9.2	6.5	9.6	0.0
HCRS (Southeast)	84.2	13.1	5.2	7.1	0.2
NKHS (Northeast)	45.1	18.3	4.3	6.2	0.1
CMC (Orange)	106.0	22.0	3.3	6.7	0.1
RMHS (Rutland)	93.8	6.9	5.8	9.9	0.1
UCS (Bennington)	72.4	19.2	4.9	13.6	0.1
WCMH (Washington)	90.2	24.0	6.7	6.5	0.3
<u>Total</u>	88.1	13.3	5.1	7.7	0.2

<sup>a</sup> Rate based on child population (age 0-17)

<sup>b</sup> Rate based on adult population (age 18+)

<sup>c</sup> Rate based on total population

See note 1, and particularly notes 2 and 3.



TABLE 1-3  
 Vermont Agency of Human Services  
 Department of Mental Health

**AGE OF CLIENTS SERVED**  
 by Clients' Primary Program Assignment  
 Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Unassigned</u>	<u>VPCH</u>
<u>Age</u>					
0-12	56%	0%	-	4%	-
13-19	41%	2%	1%	14%	-
20-34	3%	33%	17%	36%	43%
35-49	0%	27%	26%	22%	31%
50-64	0%	25%	41%	16%	23%
65+	-	12%	15%	7%	3%
Total	100%	100%	100%	100%	100%
<u>Age Data Reported</u>					
Clients	10,216	6,777	2,585	4,813	87
Percent within Program	100%	100%	100%	100%	100%
<u>No Age Data</u>					
Clients	2	17	2	20	-
Percent within Program	0%	0%	0%	0%	-
<u>Grand Total</u>	10,218	6,794	2,587	4,833	87

See notes 1, 3 and 4.

TABLE 1-4  
 Vermont Agency of Human Services  
 Department of Mental Health

**GENDER OF CLIENTS SERVED**  
 by Clients' Primary Program Assignment  
 Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Unassigned</u>	<u>VPCH</u>
<u>Gender</u>					
Male	56%	41%	51%	50%	74%
Female	44%	59%	49%	50%	26%
Total	100%	100%	100%	100%	100%
<u>Gender Data Reported</u>					
Clients	10,194	6,782	2,586	4,806	87
Percent within Program	100%	100%	100%	99%	100%
<u>No Gender Data</u>					
Clients	24	12	1	27	-
Percent within Program	0%	0%	0%	1%	-
<u>Grand Total</u>	10,218	6,794	2,587	4,833	87

See notes 1 and 3.

TABLE 1-5  
 Vermont Agency of Human Services  
 Department of Mental Health

**ANNUAL FAMILY INCOME OF CLIENTS SERVED**  
 by Clients' Primary Program Assignment  
 Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult Outpatient</u>	<u>Community Rehabilitation</u>	<u>Unassigned</u>	<u>VPCH</u>
<u>Income</u>					
\$ 1 - 9,999	17%	38%	57%	33%	-
\$10,000 - 19,999	19%	26%	30%	23%	-
\$20,000 - 29,999	16%	12%	6%	14%	-
\$30,000 +	48%	24%	7%	31%	-
Total	100%	100%	100%	100%	-
<u>Income Data Reported</u>					
Clients	2,882	2,669	841	334	-
Percent within Program	28%	39%	33%	7%	-
<u>No Income Data</u>					
Clients	7,336	4,125	1,746	4,499	87
Percent within Program	72%	61%	67%	93%	100%
<u>Grand Total</u>	10,218	6,794	2,587	4,833	87

See notes 1, 3 and 5.

TABLE 1-6  
 Vermont Agency of Human Services  
 Department of Mental Health

**RESPONSIBILITY FOR FEE OF CLIENTS SERVED**  
 by Clients' Primary Program Assignment  
 Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Unassigned</u>	<u>VPCH</u>
<u>Responsibility For Fee</u>					
Medicaid	81%	58%	80%	36%	7%
Medicare	0%	21%	53%	11%	44%
Other Insurance	15%	25%	10%	13%	2%
State Agency	2%	9%	13%	3%	-
Non-Insured/Unknown	6%	10%	2%	47%	47%
Total	10,218	6,794	2,587	4,833	87

See notes 1, 3 and especially 6.

TABLE 1-7  
Vermont Agency of Human Services  
Department of Mental Health

**DIAGNOSIS OF CLIENTS SERVED**  
by Clients' Primary Program Assignment  
Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Unassigned</u>	<u>VPCH</u>
<u>Diagnosis - ICD 10</u>					
Physiological Conditions	0%	1%	2%	1%	-
Psychoactive Substance Use	2%	23%	32%	24%	41%
Schizophrenia Other Non-Mood Psychotic Disorders	0%	4%	50%	8%	70%
Mood [Affective] Disorders	19%	50%	43%	40%	28%
Anxiety and Other Nonpsychotic Mental Disorders	69%	63%	34%	52%	21%
Behavioral Syndromes	0%	1%	1%	1%	2%
Disorders of Adult Personality and Behavior	1%	6%	17%	3%	6%
Intellectual Disabilities	3%	1%	1%	1%	1%
Pervasive and Specific Developmental Disorders	11%	1%	1%	1%	2%
Behavioral Emotional Disorders/Childhood Adolescence	29%	7%	4%	3%	2%
Unspecified Mental Disorder	0%	1%	0%	1%	-
<u>Diagnostic Data Reported</u>					
Clients	9,128	6,344	2,560	4,532	87
Percent within Program	89%	93%	99%	94%	100%
<u>No Diagnostic Data</u>					
Clients	1,090	450	27	301	-
Percent within Program	11%	7%	1%	6%	-
<u>Grand Total</u>	10,218	6,794	2,587	4,833	87

See notes 1, 3 and 7. Includes all primary and secondary DSM V diagnoses.

TABLE 1-8  
Vermont Agency of Human Services  
Department of Mental Health

**PROBLEMS OF CLIENTS SERVED**  
by Clients' Primary Program Assignment  
Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Unassigned</u>	<u>VPCH</u>
<u>Problem Area</u>					
Mood Disorders	40%	72%	48%	36%	-
Thought Disorders	4%	12%	32%	10%	-
Eating Disorders	4%	7%	7%	3%	-
Medical Somatic	11%	30%	22%	9%	-
Alcohol Abuse	2%	14%	14%	11%	-
Drug Abuse	4%	15%	12%	10%	-
Suicidal Tendencies	14%	15%	19%	22%	-
Problems in Daily Living	65%	61%	45%	31%	-
Social/Interpersonal	58%	44%	41%	20%	-
Marital/Family	42%	43%	29%	18%	-
Runaway	7%	2%	3%	1%	-
Criminal	3%	13%	9%	6%	-
Victim	14%	25%	16%	6%	-
<u>Problem Data Reported</u>					
Clients	8,663	6,064	1,710	2,337	-
Percent within Program	85%	89%	66%	48%	-
<u>No Problem Data</u>					
Clients	1,555	730	877	2,496	87
Percent within Program	15%	11%	34%	52%	100%
<u>Grand Total</u>	10,218	6,794	2,587	4,833	87

See notes 1, 3 and 8.

TABLE 1-9  
 Vermont Agency of Human Services  
 Department of Mental Health

**LENGTH OF STAY OF CLIENTS SERVED**  
 by Clients' Primary Program Assignment  
 Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Unassigned</u>	<u>VPCH</u>
<u>Year of Admission</u>					
Current Fiscal	38%	44%	5%	84%	71%
Previous Fiscal	24%	21%	8%	9%	21%
3 - 5 Years Earlier	25%	17%	20%	4%	7%
6 - 10 Years Earlier	11%	10%	19%	2%	1%
11+ Years Earlier	2%	8%	48%	1%	-
<u>Length of Stay Data Reported</u>					
Clients	10,171	6,780	2,576	4,598	87
Percent within Program	100%	100%	100%	95%	50%
<u>No Length of Stay Data</u>					
Clients	47	14	11	235	-
Percent within Program	0%	0%	0%	5%	-
<u>Grand Total</u>	10,218	6,794	2,587	4,833	174

See notes 1, 3 and 9.

TABLE 1-10  
 Vermont Agency of Human Services  
 Department of Mental Health

**CLINICAL INTERVENTIONS**  
 by Program of Service  
 Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Emergency</u>	<u>VPCH</u>
<u>Total</u>					
Clients Served	10,587	7,671	2,819	7,128	87
Number of Nonresidential Services	529,213	102,985	322,586	28,120	-
<u>Clients Receiving Clinical Interventions</u>					
Clients	6,241	6,847	2,434	559	-
Percent within Program	59%	89%	86%	8%	-
<u>Number of Clinical Interventions</u>					
Services	59,219	65,826	41,418	1,430	-
Percent within Program	11%	64%	13%	5%	-
<u>Clinical Interventions per Client</u>					
Average	9	10	17	3	-

See notes 1, 3 and 10.



TABLE 1-10a  
 Vermont Agency of Human Services  
 Department of Mental Health

**INDIVIDUAL, FAMILY, AND GROUP THERAPY**  
 by Program of Service  
 Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Emergency</u>	<u>VPCH</u>
<u>Total</u>					
Clients Served	10,587	7,671	2,819	7,128	87
Number of Nonresidential Services	529,213	102,985	322,586	28,120	-
<u>Clients Receiving Therapy</u>					
Clients	3,675	4,524	1,016	107	-
Percent within Program	35%	59%	36%	2%	-
<u>Number of Therapy Sessions</u>					
Services	48,770	47,774	17,163	646	-
Percent within Program	9%	46%	5%	2%	-
<u>Therapy Sessions per Client</u>					
Average	13	11	17	6	-

See notes 1, 3 and 10.

TABLE 1-10b  
Vermont Agency of Human Services  
Department of Mental Health

**MEDICATION AND MEDICAL SUPPORT AND CONSULTATION SERVICES**  
by Program of Service  
Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Emergency</u>	<u>VPCH</u>
<u>Total</u>					
Clients Served	10,587	7,671	2,819	7,128	87
Number of Nonresidential Services	529,213	102,985	322,586	28,120	-
<u>Clients Receiving Medication Services</u>					
Clients	1,195	2,227	2,219	93	-
Percent within Program	11%	29%	79%	1%	-
<u>Number of Medication Services</u>					
Services	4,486	14,041	23,530	226	-
Percent within Program	1%	14%	7%	1%	-
<u>Medication Services per Client</u>					
Average	4	6	11	2	-

See notes 1, 3 and 10.

TABLE 1-10c  
 Vermont Agency of Human Services  
 Department of Mental Health

**CLINICAL ASSESSMENT SERVICES**  
 by Program of Service  
 Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Emergency</u>	<u>VPCH</u>
<u>Total</u>					
Clients Served	10,587	7,671	2,819	7,128	87
Number of Nonresidential Services	529,213	102,985	322,586	28,120	-
<u>Clients Receiving Clinical Assessment</u>					
Clients	3,894	3,452	656	459	-
Percent within Program	37%	45%	23%	6%	-
<u>Number of Clinical Assessments</u>					
Services	5,963	4,011	725	558	-
Percent within Program	1%	4%	0%	2%	-
<u>Clinical Assessments per Client</u>					
Average	2	1	1	1	-

See notes 1, 3 and 10.

TABLE 1-11  
Vermont Agency of Human Services  
Department of Mental Health

**DAY SERVICES**  
by Program of Service  
Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Emergency</u>	<u>VPCH</u>
<u>Total</u>					
Clients Served	10,587	7,671	2,819	7,128	87
Number of Nonresidential Services	529,213	102,985	322,586	28,120	-
<u>Clients Receiving Day Services</u>					
Clients	-	13	391	-	-
Percent within Program	-	0%	14%	-	-
<u>Number of Day Services</u>					
Services	-	53	16,569	-	-
Percent within Program	-	0%	5%	-	-
<u>Day Services per Client</u>					
Average	-	4	42	-	-

See notes 1, 3 and 11.

TABLE 1-12  
Vermont Agency of Human Services  
Department of Mental Health

**SERVICE PLANNING AND COORDINATION**  
by Program of Service  
Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Emergency</u>	<u>VPCH</u>
<u>Total</u>					
Clients Served	10,587	7,671	2,819	7,128	87
Number of Nonresidential Services	529,213	102,985	322,586	28,120	-
<u>Clients Receiving Service Planning and Coordination Services</u>					
Clients	6,780	2,018	2,473	548	-
Percent within Program	64%	26%	88%	8%	-
<u>Service Planning and Coordination Services</u>					
Services	101,557	11,062	60,566	1,257	-
Percent within Program	19%	11%	19%	4%	-
<u>Service Planning and Coordination Services per Client</u>					
Average	15	5	24	2	-

See notes 1, 3 and 12.

TABLE 1-13  
 Vermont Agency of Human Services  
 Department of Mental Health

**COMMUNITY SUPPORTS**  
 by Program of Service  
 Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Emergency</u>	<u>VPCH</u>
<u>Total</u>					
Clients Served	10,587	7,671	2,819	7,128	87
Number of Nonresidential Services	529,213	102,985	322,586	28,120	-
<u>Clients Receiving Community Supports</u>					
Clients	8,020	2,808	2,587	1,213	-
Percent within Program	76%	37%	92%	17%	-
<u>Number of Community Supports</u>					
Services	360,627	25,734	181,599	5,466	-
Percent within Program	68%	25%	56%	19%	-
<u>Community Supports per Client</u>					
Average	45	9	70	5	-

See notes 1, 3 and 13.

TABLE 1-14  
 Vermont Agency of Human Services  
 Department of Mental Health

**EMPLOYMENT SERVICES**  
 by Program of Service  
 Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Emergency</u>	<u>VPCH</u>
<u>Total</u>					
Clients Served	10,587	7,671	2,819	7,128	87
Number of Nonresidential Services	529,213	102,985	322,586	28,120	-
<u>Clients Receiving Employment Services</u>					
Clients	283	14	685	-	-
Percent within Program	3%	0%	24%	-	-
<u>Number of Employment Services</u>					
Services	3,050	48	10,681	-	-
Percent within Program	1%	0%	3%	-	-
<u>Employment Services per Client</u>					
Average	11	3	16	-	-

See notes 1, 3 and 14.

TABLE 1-15a  
Vermont Agency of Human Services  
Department of Mental Health

**EMERGENCY/CRISIS ASSESSMENT, SUPPORT AND REFERRAL**  
by Program of Service  
Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Emergency</u>	<u>VPCH</u>
<u>Total</u>					
Clients Served	10,587	7,671	2,819	7,128	87
Number of Nonresidential Services	529,213	102,985	322,586	28,120	-
<u>Clients Receiving Emergency/Crisis Services</u>					
Clients	1,137	161	706	6,252	-
Percent within Program	11%	2%	25%	88%	-
<u>Number of Emergency/Crisis Services</u>					
Services	2,501	172	8,814	19,967	-
Percent within Program	0%	0%	3%	71%	-
<u>Emergency/Crisis Services per Client</u>					
Average	2	1	12	3	-

See notes 1, 3 and 15.



TABLE 1-15b  
Vermont Agency of Human Services  
Department of Mental Health

**EMERGENCY/CRISIS BEDS**  
by Program of Service  
Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Emergency</u>	<u>VPCH</u>
<u>Total</u>					
Clients Served	10,587	7,671	2,819	7,128	87
<u>Clients Receiving Crisis Emergency Beds</u>					
Clients	369	37	358	235	-
Percent within Program	3%	0%	13%	3%	-
<u>Days of Crisis Emergency Bed Services</u>					
Number	3,877	164	6,866	2,185	-
<u>Emergency Bed Services Days per Client</u>					
Average	11	4	19	9	-

See notes 1, 3 and 15.

TABLE 1-16  
Vermont Agency of Human Services  
Department of Mental Health

**HOUSING AND HOME SUPPORTS**  
by Program of Service  
Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Emergency</u>	<u>VPCH</u>
<u>Total</u>					
Clients Served	10,587	7,671	2,819	7,128	87
<u>Clients Receiving Housing Services</u>					
Number	156	19	229	38	87
Percent within Program	1%	0%	8%	1%	100%
<u>Days of Housing Services</u>					
Number	30,509	2,473	54,722	7,259	8,314
<u>Housing Service Days per Client</u>					
Average	196	130	239	191	96

See notes 1, 3 and 16.

TABLE 1-17  
Vermont Agency of Human Services  
Department of Mental Health

**CONDITION OF CLIENTS ON TERMINATION OF SERVICES**  
by Clients' Primary Program Assignment  
Fiscal Year 2019

	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Unassigned</u>	<u>VPCH</u>
<u>Condition on Termination</u>					
Improved	70%	50%	39%	11%	-
Unchanged	26%	46%	44%	88%	-
Worse	4%	4%	17%	1%	-
Total	100%	100%	100%	100%	-
<u>Condition on Termination Data Reported</u>					
Number	1,191	402	95	577	-
Percent of Discharged Clients	84%	62%	69%	79%	-
<u>No Condition on Termination Data</u>					
Number	234	243	43	155	-
Percent of Discharged Clients	16%	38%	31%	21%	-
<u>Total Discharges</u>					
Number	1,425	645	138	732	-
Discharge Rate (% of all Clients)	14%	9%	5%	15%	-

See notes 1, 3 and especially 18.



## Part 2: Community Programs

**COMMUNITY PROGRAMS**  
**Total Caseload by Agency**  
**FY2019**

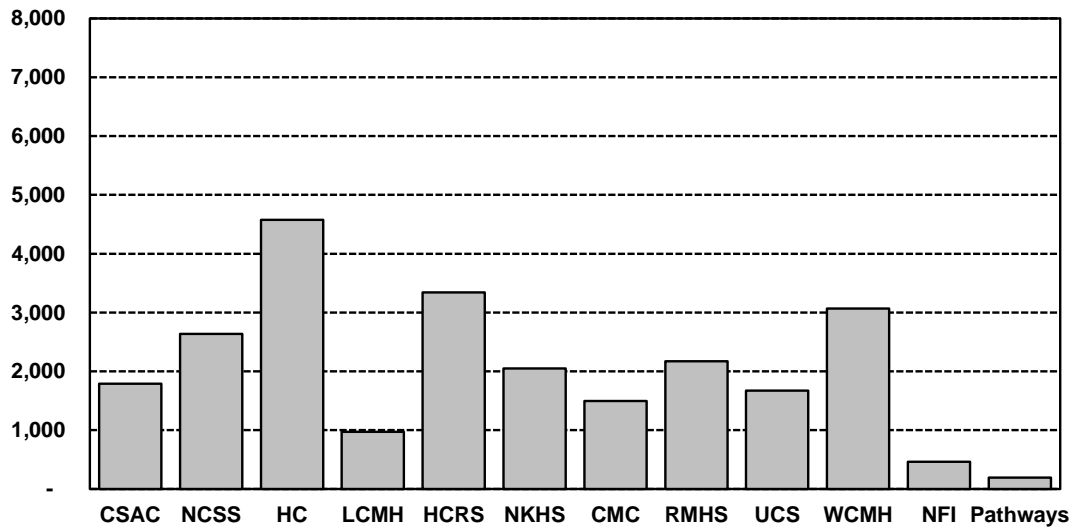




TABLE 2-1  
Vermont Agency of Human Services  
Department of Mental Health

**PROGRAM OF SERVICE OF CLIENTS**  
Who Were Served Each Month by  
Designated Agencies  
Fiscal Year 2019

<u>Month</u>	<u>Program of Service</u>				<u>Total</u>
	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Emergency Services</u>	
July	4,963	3,025	2,304	974	11,266
August	5,434	3,107	2,339	1,007	11,887
September	5,948	2,948	2,297	1,023	12,216
October	6,322	3,227	2,333	1,085	12,967
November	6,107	2,959	2,277	941	12,284
December	5,596	2,812	2,229	918	11,555
January	6,537	3,178	2,332	1,036	13,083
February	6,467	3,030	2,292	1,000	12,789
March	6,691	3,198	2,310	1,086	13,285
April	6,809	3,275	2,315	1,083	13,482
May	6,700	3,162	2,233	1,059	13,154
June	6,403	3,111	2,271	935	12,720
Monthly Average	6,165	3,086	2,294	1,012	12,557

Clients served by more than one program of service during the fiscal year have been counted toward the number of clients served by each program, but only once toward the overall total.

See notes 1 and 3.

TABLE 2-2  
Vermont Agency of Human Services  
Department of Mental Health

**PRIMARY PROGRAM ASSIGNMENT OF CLIENTS**  
Who Were Served Each Month by  
Designated Agencies  
Fiscal Year 2019

Primary Program Assignment					
<u>Month</u>	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Unassigned</u>	<u>Total</u>
July	4,881	3,020	2,249	2,807	12,957
August	5,341	3,065	2,280	2,840	13,526
September	5,857	2,932	2,232	2,776	13,797
October	6,205	3,186	2,271	2,846	14,508
November	5,985	2,949	2,202	2,789	13,925
December	5,486	2,787	2,153	2,638	13,064
January	6,422	3,112	2,255	2,750	14,539
February	6,354	3,008	2,216	2,775	14,353
March	6,546	3,171	2,242	2,820	14,779
April	6,676	3,264	2,240	2,834	15,014
May	6,558	3,146	2,148	2,805	14,657
June	6,252	3,091	2,187	2,810	14,340
Monthly Average	6,047	3,061	2,223	2,791	14,122

See notes 1 and 3.



TABLE 2-3  
Vermont Agency of Human Services  
Department of Mental Health

**AGE AND GENDER OF CLIENTS SERVED**  
Community Service Providers  
Designated Agencies  
Fiscal Year 2019

	Clients Served	Age							Gender	
		0 - 6	7 - 12	13 - 19	20 - 34	35 - 49	50 - 64	65 +	Male	Female
OVERALL	24,432	8%	16%	21%	19%	15%	15%	6%	50%	50%
<u>Designated Agency</u>										
CSAC (Addison)	1,790	11%	19%	24%	17%	9%	13%	7%	49%	51%
NCSS (Northwest)	2,637	15%	22%	21%	13%	12%	11%	5%	54%	46%
HC (Chittenden)	4,576	8%	16%	23%	22%	14%	11%	5%	52%	48%
LCMH (Lamoille)	972	3%	16%	25%	20%	15%	15%	6%	49%	51%
HCRS (Southeast)	3,343	7%	18%	18%	21%	16%	15%	6%	51%	49%
NKHS (Northeast)	2,047	5%	12%	14%	21%	19%	21%	8%	49%	51%
CMC (Orange)	1,498	4%	16%	22%	22%	15%	16%	6%	46%	54%
RMHS (Rutland)	2,172	12%	16%	19%	17%	14%	15%	8%	53%	47%
UCS (Bennington)	1,671	5%	14%	18%	21%	16%	19%	7%	46%	54%
WCMH (Washington)	3,066	5%	14%	16%	22%	18%	16%	8%	49%	51%
Northeastern Family Institute	465	5%	26%	69%	-	-	-	-	38%	62%
Pathways	195	-	-	1%	14%	41%	37%	8%	59%	41%

See notes 2, 3 and 4.

TABLE 2-4  
Vermont Agency of Human Services  
Department of Mental Health

**RESPONSIBILITY FOR FEE OF CLIENTS SERVED**  
Designated Agencies  
Fiscal Year 2019

	Total Clients Served	Responsibility for Fee				
		Medicaid	Medicare	Other Insurance	State Agency	Unknown/ Uninsured
OVERALL	24,432	66%	14%	17%	5%	15%
<u>Designated Agency</u>						
CSAC (Addison)	1,790	52%	14%	26%	0%	8%
NCSS (Northwest)	2,637	58%	12%	20%	-	9%
HC (Chittenden)	4,576	56%	10%	13%	1%	34%
LCMH (Lamoille)	972	69%	12%	13%	-	19%
HCRS (Southeast)	3,343	70%	18%	16%	18%	13%
NKHS (Northeast)	2,047	77%	9%	9%	-	13%
CMC (Orange)	1,498	62%	9%	19%	4%	14%
RMHS (Rutland)	2,172	79%	21%	23%	5%	5%
UCS (Bennington)	1,671	65%	19%	18%	16%	8%
WCMH (Washington)	3,066	73%	17%	16%	2%	12%
Northeastern Family Institute	465	63%	-	17%	17%	4%
Pathways	195	100%	-	-	-	-

See notes 2, 3 and especially 6.

TABLE 2-5  
Vermont Agency of Human Services  
Department of Mental Health

**DIAGNOSIS OF CLIENTS SERVED**

Designated Agencies  
Fiscal Year 2019

<u>ICD 10</u>	<i>Total Clients Served</i>	<i>No Dx Data</i>	<i>Physiological Conditions</i>	<i>Psychoactive Substance Use</i>	<i>Schizophrenia Non-Mood Psych Disorders</i>	<i>Mood Disorders</i>	<i>Anxiety Other Nonpsy Mental Disorders</i>	<i>Behavioral Syndromes</i>	<i>Disorders of Adult Personality and Behavior</i>	<i>Intellectual Disabilities</i>	<i>Pervasive Specific Dev Disorders</i>	<i>Beh Emotion Disorder/Child Adol</i>	<i>Unspecified Mental Disorder</i>	<u>Reported N</u>
OVERALL	24,432	8%	1%	16%	9%	35%	60%	1%	5%	2%	5%	15%	0%	22,564
<u>Designated Agency</u>														
CSAC (Addison)	1,790	9%	1%	7%	6%	36%	59%	1%	2%	2%	7%	11%	0%	1,637
NCSS (Northwest)	2,637	14%	1%	12%	5%	21%	64%	1%	6%	2%	9%	18%	0%	2,276
HC (Chittenden)	4,576	4%	1%	20%	10%	30%	58%	1%	4%	2%	7%	16%	1%	4,380
LCMH (Lamoille)	972	-	1%	12%	6%	29%	74%	1%	3%	2%	5%	12%	-	972
HCRS (Southeast)	3,343	7%	1%	17%	10%	45%	53%	0%	5%	2%	4%	13%	0%	3,124
NKHS (Northeast)	2,047	2%	1%	21%	11%	38%	65%	1%	9%	1%	4%	18%	-	2,008
CMC (Orange)	1,498	34%	0%	5%	7%	19%	58%	0%	7%	0%	2%	8%	0%	982
RMHS (Rutland)	2,172	6%	1%	21%	11%	44%	51%	0%	6%	1%	3%	15%	3%	2,036
UCS (Bennington)	1,671	4%	1%	19%	7%	41%	66%	1%	6%	1%	3%	17%	-	1,611
WCMH (Washington)	3,066	5%	1%	13%	10%	33%	61%	0%	4%	1%	3%	12%	-	2,917
Northeastern Family Institute	465	8%	0%	6%	1%	44%	70%	1%	3%	1%	7%	27%	-	426
Pathways	195	-	1%	2%	23%	33%	36%	0%	3%	0%	0%	4%	-	195

As clients may have as many as four diagnoses reported, diagnostic groups do not represent an unduplicated count of clients served.

See notes 2, 3 and 7.

TABLE 2-6  
Vermont Agency of Human Services  
Department of Mental Health

**LENGTH OF STAY OF CLIENTS SERVED**

Designated Agencies

Fiscal Year 2019

	Total Clients Served	No Data	Year of Admission					Reported N
			Current Fiscal Year	Previous Fiscal Year	3 - 5 Years Earlier	6 - 10 Years Earlier	11+ Years Earlier	
OVERALL	24,432	1%	45%	19%	18%	10%	9%	24,125
<u>Designated Agency</u>								
CSAC (Addison)	1,790	0%	31%	18%	24%	14%	13%	1,786
NCSS (Northwest)	2,637	1%	34%	27%	21%	9%	9%	2,616
HC (Chittenden)	4,576	0%	46%	17%	17%	11%	9%	4,573
LCMH (Lamoille)	972	1%	51%	15%	19%	14%	1%	967
HCRS (Southeast)	3,343	0%	52%	19%	16%	7%	7%	3,335
NKHS (Northeast)	2,047	0%	34%	16%	16%	17%	16%	2,044
CMC (Orange)	1,498	14%	39%	20%	20%	14%	6%	1,289
RMHS (Rutland)	2,172	1%	57%	17%	15%	5%	6%	2,150
UCS (Bennington)	1,671	1%	54%	18%	14%	5%	9%	1,655
WCMH (Washington)	3,066	-	45%	20%	20%	8%	8%	3,066
Northeastern Family Institute	465	3%	79%	9%	10%	3%	-	449
Pathways	195	-	2%	5%	74%	19%	-	195

See notes 2, 3 and 9.

## 2A: Children's Services Programs

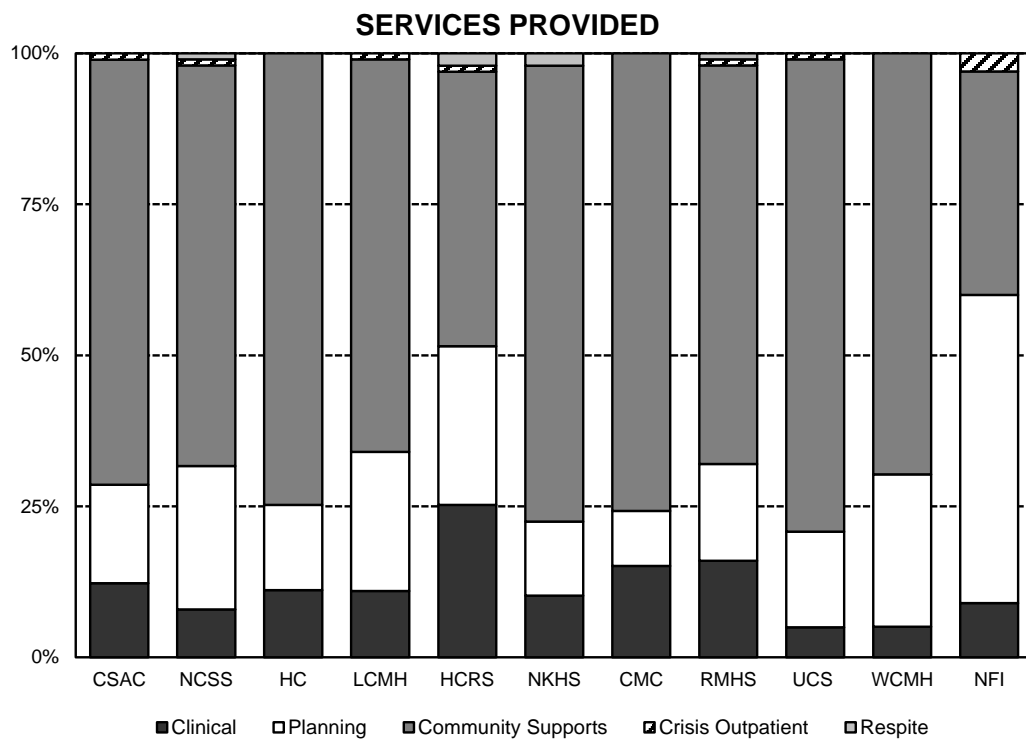




TABLE 2A-1  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**AGE AND GENDER OF CLIENTS SERVED**

Designated Agencies  
Fiscal Year 2019

	Clients Served	Age							Gender	
		0 - 6	7 - 12	13 - 19	20 - 34	35 - 49	50 - 64	65 +	Male	Female
OVERALL	10,218	18%	38%	41%	3%	-	-	-	56%	44%
<u>Designated Agency</u>										
CSAC (Addison)	939	19%	35%	41%	5%	-	-	-	52%	48%
NCSS (Northwest)	1,475	27%	39%	33%	1%	-	-	-	63%	37%
HC (Chittenden)	1,921	20%	35%	41%	4%	-	-	-	58%	42%
LCMH (Lamoille)	402	7%	38%	54%	1%	-	-	-	57%	43%
HCRS (Southeast)	1,362	17%	43%	39%	1%	-	-	-	54%	46%
NKHS (Northeast)	503	20%	42%	35%	3%	-	-	-	62%	38%
CMC (Orange)	616	10%	36%	46%	8%	-	-	-	52%	48%
RMHS (Rutland)	979	26%	35%	38%	1%	-	-	-	56%	44%
UCS (Bennington)	489	15%	46%	36%	3%	-	-	-	54%	46%
WCMH (Washington)	1,067	15%	41%	42%	2%	-	-	-	58%	42%
Northeastern Family Institute	465	5%	26%	69%	-	-	-	-	38%	62%

See notes 2, 3 and 4.

TABLE 2A-2  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**RESPONSIBILITY FOR FEE OF CLIENTS SERVED**

Designated Agencies

Fiscal Year 2019

	Total Clients Served	Responsibility for Fee				
		Medicaid	Medicare	Other Insurance	State Agency	Unknown/ Uninsured
OVERALL	10,218	81%	0%	15%	2%	6%
<u>Designated Agency</u>						
CSAC (Addison)	939	73%	0%	18%	-	8%
NCSS (Northwest)	1,475	75%	-	18%	-	6%
HC (Chittenden)	1,921	84%	0%	19%	2%	4%
LCMH (Lamoille)	402	82%	-	12%	-	11%
HCRS (Southeast)	1,362	81%	0%	14%	1%	10%
NKHS (Northeast)	503	93%	-	4%	-	5%
CMC (Orange)	616	81%	-	14%	-	9%
RMHS (Rutland)	979	89%	0%	16%	0%	3%
UCS (Bennington)	489	89%	0%	8%	0%	4%
WCMH (Washington)	1,067	86%	-	12%	3%	6%
Northeastern Family Institute	465	63%	-	17%	17%	4%

See notes 2, 3 and especially 6.



TABLE 2A-3  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**DIAGNOSIS OF CLIENTS SERVED**

Designated Agencies

Fiscal Year 2019

ICD 10	Total Clients Served	No Dx Data	Physiological Conditions	Psychoactive Substance Use	Schizophrenia Non-Mood Psych Disorders	Mood Disorders	Anxiety Other Nonpsy Mental Disorders	Behavioral Syndromes	Disorders of Adult Personality and Behavior	Intellectual Disabilities	Pervasive Specific Dev Disorders	Beh Emotion Disorders/Child Adol	Unspecified Mental Disorder	Reported N
OVERALL	10,218	11%	-	2%	-	19%	69%	-	1%	3%	11%	29%	-	9,128
<u>Designated Agency</u>														
CSAC (Addison)	939	14%	-	2%	-	13%	68%	-	1%	3%	13%	19%	-	805
NCSS (Northwest)	1,475	16%	-	2%	-	8%	66%	-	1%	3%	15%	31%	-	1,244
HC (Chittenden)	1,921	8%	-	4%	1%	17%	70%	-	1%	4%	16%	32%	-	1,774
LCMH (Lamoille)	402	-	1%	1%	-	12%	78%	1%	1%	3%	11%	20%	-	402
HCRS (Southeast)	1,362	11%	-	2%	1%	31%	64%	-	1%	3%	7%	31%	-	1,209
NKHS (Northeast)	503	7%	1%	-	-	13%	68%	-	2%	1%	13%	35%	-	468
CMC (Orange)	616	29%	-	1%	-	8%	70%	-	2%	1%	3%	15%	-	439
RMHS (Rutland)	979	13%	-	1%	-	29%	67%	1%	3%	2%	6%	33%	-	853
UCS (Bennington)	489	3%	1%	1%	-	16%	68%	-	1%	2%	6%	39%	-	475
WCMH (Washington)	1,067	3%	-	1%	-	15%	74%	-	1%	2%	7%	25%	-	1,033
Northeastern Family Institute	465	8%	-	6%	1%	44%	70%	1%	3%	1%	7%	27%	-	426

As clients may have as many as four diagnoses reported, diagnostic groups do not represent an unduplicated count of clients served.

See notes 2, 3 and 7.

TABLE 2A-4  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**LENGTH OF STAY OF CLIENTS SERVED**

Designated Agencies

Fiscal Year 2019

	Total Clients Served	No Data	Year of Admission					Reported N
			Current Fiscal Year	Previous Fiscal Year	3 - 5 Years Earlier	6 - 10 Years Earlier	11+ Years Earlier	
OVERALL	10,218	0%	37%	24%	25%	11%	2%	10,171
<u>Designated Agency</u>								
CSAC (Addison)	939	0%	26%	21%	30%	18%	6%	937
NCSS (Northwest)	1,475	1%	29%	32%	27%	10%	2%	1,464
HC (Chittenden)	1,921	-	25%	25%	28%	17%	5%	1,921
LCMH (Lamoille)	402	0%	47%	21%	23%	10%	0%	400
HCRS (Southeast)	1,362	0%	45%	24%	21%	9%	2%	1,357
NKHS (Northeast)	503	0%	32%	24%	29%	12%	3%	503
CMC (Orange)	616	0%	41%	24%	23%	12%	1%	616
RMHS (Rutland)	979	1%	45%	25%	22%	6%	1%	971
UCS (Bennington)	489	1%	44%	26%	24%	5%	1%	486
WCMH (Washington)	1,067	-	44%	23%	25%	8%	0%	1,067
Northeastern Family Institute	465	3%	79%	9%	10%	3%	-	449

See notes 2, 3 and 9.

TABLE 2A-5  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**CLINICAL INTERVENTIONS**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Clinical Interventions Number</u>	<u>Percent</u>	<u>Number of Clinical Interventions</u>	<u>Services as Percentage of all Children's Non- Residential Services</u>	<u>Clinical Interventions Per Client</u>
OVERALL	10,587	6,241	59%	59,219	11%	9
<u>Designated Agency</u>						
CSAC (Addison)	897	606	68%	5,083	12%	8
NCSS (Northwest)	1,521	779	51%	3,163	8%	4
HC (Chittenden)	2,085	1,291	62%	16,869	11%	13
LCMH (Lamoille)	413	239	58%	2,771	11%	12
HCRS (Southeast)	1,432	999	70%	10,635	25%	11
NKHS (Northeast)	569	295	52%	2,097	10%	7
CMC (Orange)	605	512	85%	4,503	15%	9
RMHS (Rutland)	1,002	622	62%	6,184	16%	10
UCS (Bennington)	491	233	47%	1,028	5%	4
WCMH (Washington)	1,107	593	54%	5,914	5%	10
Northeastern Family Institute	465	72	15%	972	9%	13

See notes 2, 3 and 10.

TABLE 2A-5a  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**INDIVIDUAL, FAMILY, AND GROUP THERAPY**  
Designated Agencies  
Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Therapy Number</u>	<u>Percent</u>	<u>Number of Therapy Sessions</u>	<u>Services as Percentage of all Children's Non- Residential Services</u>	<u>Therapy Sessions Per Client</u>
OVERALL	10,587	3,675	35%	48,770	9%	13
<u>Designated Agency</u>						
CSAC (Addison)	897	386	43%	4,319	10%	11
NCSS (Northwest)	1,521	369	24%	2,194	5%	6
HC (Chittenden)	2,085	776	37%	15,331	10%	20
LCMH (Lamoille)	413	137	33%	2,030	8%	15
HCRS (Southeast)	1,432	822	57%	9,312	22%	11
NKHS (Northeast)	569	113	20%	1,207	6%	11
CMC (Orange)	605	381	63%	3,930	13%	10
RMHS (Rutland)	1,002	351	35%	4,331	11%	12
UCS (Bennington)	491	59	12%	711	4%	12
WCMH (Washington)	1,107	230	21%	4,475	4%	19
Northeastern Family Institute	465	51	11%	930	9%	18

See notes 2, 3 and 10.

TABLE 2A-5b  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**MEDICATION AND MEDICAL SUPPORT AND CONSULTATION SERVICES**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Medication Services Number</u>	<u>Percent</u>	<u>Number of Medication Services</u>	<u>Services as Percentage of all Children's Non- Residential Services</u>	<u>Medication Services Per Client</u>
OVERALL	10,587	1,195	11%	4,486	1%	4
<u>Designated Agency</u>						
CSAC (Addison)	897	119	13%	304	1%	3
NCSS (Northwest)	1,521	162	11%	437	1%	3
HC (Chittenden)	2,085	158	8%	402	0%	3
LCMH (Lamoille)	413	54	13%	200	1%	4
HCRS (Southeast)	1,432	157	11%	700	2%	4
NKHS (Northeast)	569	112	20%	670	3%	6
CMC (Orange)	605	74	12%	213	1%	3
RMHS (Rutland)	1,002	116	12%	407	1%	4
UCS (Bennington)	491	34	7%	128	1%	4
WCMH (Washington)	1,107	206	19%	1,015	1%	5
Northeastern Family Institute	465	3	1%	10	0%	3

See notes 2, 3 and 10.

TABLE 2A-5c  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**CLINICAL ASSESSMENT SERVICES**

Designated Agencies  
Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Clinical Assessment Number</u>	<u>Percent</u>	<u>Number of Clinical Assessments</u>	<u>Services as Percentage of all Children's Non- Residential Services</u>	<u>Clinical Assessment Per Client</u>
OVERALL	10,587	3,894	37%	5,963	1%	2
<u>Designated Agency</u>						
CSAC (Addison)	897	389	43%	460	1%	1
NCSS (Northwest)	1,521	505	33%	532	1%	1
HC (Chittenden)	2,085	781	37%	1,136	1%	1
LCMH (Lamoille)	413	133	32%	541	2%	4
HCRS (Southeast)	1,432	586	41%	623	1%	1
NKHS (Northeast)	569	186	33%	220	1%	1
CMC (Orange)	605	340	56%	360	1%	1
RMHS (Rutland)	1,002	377	38%	1,446	4%	4
UCS (Bennington)	491	183	37%	189	1%	1
WCMH (Washington)	1,107	393	36%	424	0%	1
Northeastern Family Institute	465	21	5%	32	0%	2

See notes 2, 3 and 10.

TABLE 2A-6  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**SERVICE PLANNING AND COORDINATION**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Planning Services Number</u>	<u>Percent</u>	<u>Number of Planning Services</u>	<u>Services as Percentage of all Children's Non- Residential Services</u>	<u>Planning Services Per Client</u>
OVERALL	10,587	6,780	64%	101,557	19%	15
<u>Designated Agency</u>						
CSAC (Addison)	897	435	48%	6,621	16%	15
NCSS (Northwest)	1,521	996	65%	9,888	24%	10
HC (Chittenden)	2,085	1,415	68%	21,669	14%	15
LCMH (Lamoille)	413	245	59%	5,626	23%	23
HCRS (Southeast)	1,432	973	68%	11,045	26%	11
NKHS (Northeast)	569	367	64%	2,627	12%	7
CMC (Orange)	605	413	68%	2,588	9%	6
RMHS (Rutland)	1,002	703	70%	5,981	16%	9
UCS (Bennington)	491	305	62%	3,133	16%	10
WCMH (Washington)	1,107	780	70%	26,961	25%	35
Northeastern Family Institute	465	148	32%	5,418	51%	37

See notes 2, 3 and 12.

TABLE 2A-7  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**COMMUNITY SUPPORTS**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Support Services Number</u>	<u>Percent</u>	<u>Number of Community Support Services</u>	<u>Services as Percentage of all Children's Non- Residential Services</u>	<u>Support Services Per Client</u>
OVERALL	10,587	8,020	76%	360,627	68%	45
<u>Designated Agency</u>						
CSAC (Addison)	897	633	71%	29,246	69%	46
NCSS (Northwest)	1,521	1,125	74%	27,440	67%	24
HC (Chittenden)	2,085	1,597	77%	112,018	74%	70
LCMH (Lamoille)	413	318	77%	15,850	65%	50
HCRS (Southeast)	1,432	1,093	76%	19,173	45%	18
NKHS (Northeast)	569	485	85%	15,473	74%	32
CMC (Orange)	605	562	93%	22,419	75%	40
RMHS (Rutland)	1,002	779	78%	25,133	66%	32
UCS (Bennington)	491	405	82%	15,735	79%	39
WCMH (Washington)	1,107	930	84%	74,196	69%	80
Northeastern Family Institute	465	93	20%	3,944	37%	42

See notes 2, 3 and 13.



TABLE 2A-8a  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**EMERGENCY/CRISIS ASSESSMENT, SUPPORT AND REFERRAL**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Emerg./Crisis Services Number</u>	<u>Percent</u>	<u>Number of Emerg./Crisis Services</u>	<u>Services as Percentage of all Children's Non- Residential Services</u>	<u>Emerg./Crisis Services Per Client</u>
OVERALL	10,587	1,137	11%	2,501	0%	2
<u>Designated Agency</u>						
CSAC (Addison)	897	139	15%	317	1%	2
NCSS (Northwest)	1,521	141	9%	254	1%	2
HC (Chittenden)	2,085	-	-	-	-	-
LCMH (Lamoille)	413	122	30%	213	1%	2
HCRS (Southeast)	1,432	252	18%	511	1%	2
NKHS (Northeast)	569	24	4%	28	0%	1
CMC (Orange)	605	1	0%	1	0%	1
RMHS (Rutland)	1,002	215	21%	508	1%	2
UCS (Bennington)	491	50	10%	104	1%	2
WCMH (Washington)	1,107	163	15%	250	0%	2
Northeastern Family Institute	465	30	6%	315	3%	10

See notes 2, 3 and 15.

TABLE 2A-8b  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**EMERGENCY/CRISIS BEDS**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Emerg./Crisis Bed Services</u>		<u>Days of Emerg./Crisis Bed Services</u>	<u>Emergency/Crisis Bed Days Per Client</u>
		<u>Number</u>	<u>Percent</u>		
OVERALL	10,587	369	3%	3,877	11
<u>Designated Agency</u>					
CSAC (Addison)	897	-	-	-	-
NCSS (Northwest)	1,521	-	-	-	-
HC (Chittenden)	2,085	83	4%	1,028	12
LCMH (Lamoille)	413	-	-	-	-
HCRS (Southeast)	1,432	-	-	-	-
NKHS (Northeast)	569	-	-	-	-
CMC (Orange)	605	-	-	-	-
RMHS (Rutland)	1,002	-	-	-	-
UCS (Bennington)	491	-	-	-	-
WCMH (Washington)	1,107	-	-	-	-
Northeastern Family Institute	465	286	62%	2,849	10

See notes 2, 3 and 15.

TABLE 2A-9  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**HOUSING AND HOME SUPPORTS**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Housing &amp; Home Supports Number</u>	<u>Percent</u>	<u>Days of Housing &amp; Home Support Services</u>	<u>Housing &amp; Home Support Days Per Client</u>
OVERALL	10,587	156	1%	30,509	196
<u>Designated Agency</u>					
CSAC (Addison)	897	-	-	-	-
NCSS (Northwest)	1,521	-	-	-	-
HC (Chittenden)	2,085	18	1%	4,124	229
LCMH (Lamoille)	413	16	4%	2,812	176
HCRS (Southeast)	1,432	-	-	-	-
NKHS (Northeast)	569	1	0%	424	424
CMC (Orange)	605	-	-	-	-
RMHS (Rutland)	1,002	-	-	-	-
UCS (Bennington)	491	-	-	-	-
WCMH (Washington)	1,107	69	6%	12,195	177
Northeastern Family Institute	465	52	11%	10,954	211

See notes 2, 3 and 16.

TABLE 2A-10  
Vermont Agency of Human Services  
Department of Mental Health  
**CHILDREN'S SERVICES PROGRAMS**

**RESPITE SERVICES**  
Designated Agencies  
Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Respite Services Number</u>	<u>Percent</u>	<u>Number of Respite Services</u>	<u>Services as Percentage of all Children's Non- Residential Services</u>	<u>Respite Services Per Client</u>
OVERALL	10,587	180	2%	2,259	0%	13
<u>Designated Agency</u>						
CSAC (Addison)	897	3	0%	38	0%	13
NCSS (Northwest)	1,521	44	3%	465	1%	11
HC (Chittenden)	2,085	-	-	-	-	-
LCMH (Lamoille)	413	-	-	-	-	-
HCRS (Southeast)	1,432	79	6%	910	2%	12
NKHS (Northeast)	569	25	4%	413	2%	17
CMC (Orange)	605	3	0%	54	0%	18
RMHS (Rutland)	1,002	16	2%	212	1%	13
UCS (Bennington)	491	-	-	-	-	-
WCMH (Washington)	1,107	4	0%	121	0%	30
Northeastern Family Institute	465	6	1%	46	0%	8

See notes 2, 3 and 17.

## 2B: Adult Mental Health Outpatient Programs

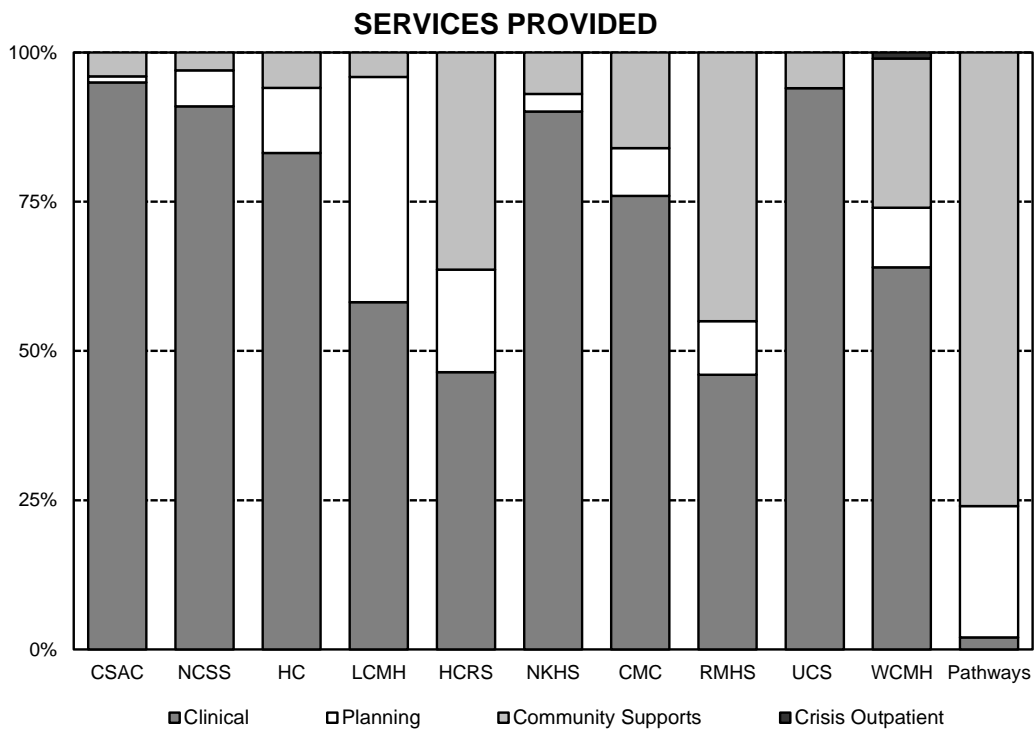




TABLE 2B-1  
Vermont Agency of Human Services  
Department of Mental Health  
**ADULT MENTAL HEALTH OUTPATIENT PROGRAMS**

**AGE AND GENDER OF CLIENTS SERVED**

Designated Agencies

Fiscal Year 2019

	Clients <u>Served</u>	Age						Gender	
		<u>0 - 12</u>	<u>13 - 19</u>	<u>20 - 34</u>	<u>35 - 49</u>	<u>50 - 64</u>	<u>65 +</u>	<u>Male</u>	<u>Female</u>
OVERALL	6,794	-	2%	33%	27%	25%	12%	41%	59%
<u>Designated Agency</u>									
CSAC (Addison)	650	-	6%	36%	19%	24%	15%	41%	59%
NCSS (Northwest)	599	-	5%	33%	29%	21%	12%	39%	61%
HC (Chittenden)	604	-	1%	41%	25%	20%	13%	44%	56%
LCMH (Lamoille)	185	-	2%	34%	32%	23%	9%	35%	65%
HCRS (Southeast)	964	-	2%	36%	29%	24%	9%	46%	54%
NKHS (Northeast)	938	-	1%	28%	30%	30%	11%	39%	61%
CMC (Orange)	579	-	1%	34%	28%	28%	10%	40%	60%
RMHS (Rutland)	334	-	3%	30%	21%	27%	19%	46%	54%
UCS (Bennington)	555	-	3%	32%	26%	31%	9%	39%	61%
WCMH (Washington)	1,241	-	2%	35%	28%	22%	12%	38%	62%
Pathways	145	-	-	12%	39%	41%	8%	55%	45%

See notes 2, 3 and 4

TABLE 2B-2  
Vermont Agency of Human Services  
Department of Mental Health  
**ADULT MENTAL HEALTH OUTPATIENT PROGRAMS**

**RESPONSIBILITY FOR FEE OF CLIENTS SERVED**

Designated Agencies

Fiscal Year 2019

	Total <u>Clients Served</u>	Responsibility for Fee					<u>Unknown/ Uninsured</u>
		<u>Medicaid</u>	<u>Medicare</u>	<u>Other Insurance</u>	<u>State Agency</u>		
OVERALL	6,794	58%	21%	25%	9%	10%	
<u>Designated Agency</u>							
CSAC (Addison)	650	25%	24%	44%	0%	7%	
NCSS (Northwest)	599	38%	21%	33%	-	8%	
HC (Chittenden)	604	56%	23%	29%	1%	8%	
LCMH (Lamoille)	185	64%	25%	19%	-	10%	
HCRS (Southeast)	964	63%	25%	21%	47%	11%	
NKHS (Northeast)	938	69%	10%	11%	-	18%	
CMC (Orange)	579	56%	18%	31%	0%	9%	
RMHS (Rutland)	334	72%	33%	27%	9%	6%	
UCS (Bennington)	555	68%	27%	27%	16%	3%	
WCMH (Washington)	1,241	62%	22%	22%	0%	13%	
Pathways	145	100%	-	-	-	-	

See notes 2, 3 and especially 6.



TABLE 2B-3  
Vermont Agency of Human Services  
Department of Mental Health  
**ADULT MENTAL HEALTH OUTPATIENT PROGRAMS**

**DIAGNOSIS OF CLIENTS SERVED**

Designated Agencies

Fiscal Year 2019

<u>ICD 10</u>	<i>Total Clients Served</i>	<i>No Dx Data</i>	<i>Physiological Conditions</i>	<i>Psychoactive Substance Use</i>	<i>Schizophrenia Non-Mood Psych Disorders</i>	<i>Mood Disorders</i>	<i>Anxiety Other Nonpsy Mental Disorders</i>	<i>Behavioral Syndromes</i>	<i>Disorders of Adult Personality and Behavior</i>	<i>Intellectual Disabilities</i>	<i>Pervasive Specific Dev Disorders</i>	<i>Beh Emotion Disorders/Child Adol</i>	<i>Unspecified Mental Disorder</i>	<u>Reported N</u>
OVERALL	6,794	7%	1%	23%	4%	50%	63%	1%	6%	1%	1%	7%	1%	6,344
<u>Designated Agency</u>														
CSAC (Addison)	650	-	1%	10%	3%	62%	56%	2%	1%	1%	-	4%	-	648
NCSS (Northwest)	599	4%	2%	17%	2%	39%	70%	1%	10%	2%	1%	3%	-	574
HC (Chittenden)	604	2%	-	35%	5%	45%	66%	1%	6%	-	1%	7%	-	591
LCMH (Lamoille)	185	-	-	24%	3%	61%	62%	2%	4%	1%	1%	11%	-	185
HCRS (Southeast)	964	6%	1%	29%	4%	48%	60%	-	4%	1%	1%	3%	-	905
NKHS (Northeast)	938	-	1%	33%	8%	58%	63%	1%	12%	-	1%	18%	-	937
CMC (Orange)	579	39%	1%	5%	6%	28%	52%	-	10%	-	-	1%	-	356
RMHS (Rutland)	334	2%	1%	32%	4%	60%	63%	1%	4%	2%	1%	2%	14%	326
UCS (Bennington)	555	3%	1%	26%	4%	62%	69%	2%	8%	1%	1%	8%	-	538
WCMH (Washington)	1,241	8%	2%	16%	3%	47%	65%	-	3%	1%	-	1%	-	1,139
Pathways	145	-	1%	2%	8%	39%	44%	-	2%	-	-	4%	-	145

As clients may have as many as four diagnoses reported, diagnostic groups do not represent an unduplicated count of clients served.

See notes 2, 3 and 7.

TABLE 2B-4  
Vermont Agency of Human Services  
Department of Mental Health  
**ADULT MENTAL HEALTH OUTPATIENT PROGRAMS**

**LENGTH OF STAY OF CLIENTS SERVED**

Designated Agencies

Fiscal Year 2019

	Total Clients Served	No Data	Current Fiscal Year	Year of Admission				Reported N
				Previous Fiscal Year	3 - 5 Years Earlier	6 - 10 Years Earlier	11+ Years Earlier	
OVERALL	6,794	0%	44%	21%	17%	10%	8%	6,780
<u>Designated Agency</u>								
CSAC (Addison)	650	0%	43%	16%	18%	10%	13%	648
NCSS (Northwest)	599	0%	35%	30%	17%	7%	11%	597
HC (Chittenden)	604	-	54%	25%	13%	5%	3%	604
LCMH (Lamoille)	185	-	40%	21%	21%	17%	2%	185
HCRS (Southeast)	964	0%	56%	21%	13%	4%	5%	961
NKHS (Northeast)	938	0%	28%	15%	13%	24%	20%	936
CMC (Orange)	579	0%	44%	19%	21%	14%	3%	577
RMHS (Rutland)	334	1%	64%	21%	11%	3%	2%	332
UCS (Bennington)	555	0%	40%	23%	18%	8%	12%	554
WCMH (Washington)	1,241	-	47%	22%	20%	8%	3%	1,241
Pathways	145	-	2%	6%	69%	23%	-	145

See notes 2, 3 and 9.

TABLE 2B-5  
Vermont Agency of Human Services  
Department of Mental Health  
**ADULT MENTAL HEALTH OUTPATIENT SERVICES**

**CLINICAL INTERVENTIONS**

Designated Agencies  
Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Clinical Interventions Number</u>	<u>Percent</u>	<u>Number of Clinical Interventions</u>	<u>Services as Percentage of all Adult Outpt Non- Residential Services</u>	<u>Clinical Interventions Per Client</u>
OVERALL	7,671	6,847	89%	65,826	64%	10
<u>Designated Agency</u>						
CSAC (Addison)	687	683	99%	6,993	95%	10
NCSS (Northwest)	643	611	95%	4,069	91%	7
HC (Chittenden)	734	669	91%	6,817	84%	10
LCMH (Lamoille)	240	204	85%	2,119	57%	10
HCRS (Southeast)	1,152	895	78%	5,266	46%	6
NKHS (Northeast)	1,016	1,007	99%	11,114	91%	11
CMC (Orange)	674	655	97%	7,267	76%	11
RMHS (Rutland)	387	280	72%	2,209	46%	8
UCS (Bennington)	642	629	98%	6,765	94%	11
WCMH (Washington)	1,344	1,104	82%	12,896	64%	12
Pathways	152	110	72%	311	2%	3

See notes 2, 3 and 10.

TABLE 2B-5a  
Vermont Agency of Human Services  
Department of Mental Health  
**ADULT MENTAL HEALTH OUTPATIENT SERVICES**

**INDIVIDUAL, FAMILY, AND GROUP THERAPY**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Therapy Number</u>	<u>Percent</u>	<u>Number of Therapy Sessions</u>	<u>Services as Percentage of all Adult Outpt Non- Residential Services</u>	<u>Therapy Sessions Per Client</u>
OVERALL	7,671	4,524	59%	47,774	46%	11
<u>Designated Agency</u>						
CSAC (Addison)	687	404	59%	4,698	64%	12
NCSS (Northwest)	643	525	82%	3,475	78%	7
HC (Chittenden)	734	546	74%	6,051	74%	11
LCMH (Lamoille)	240	134	56%	1,643	44%	12
HCRS (Southeast)	1,152	565	49%	4,498	39%	8
NKHS (Northeast)	1,016	309	30%	3,242	26%	10
CMC (Orange)	674	554	82%	6,391	67%	12
RMHS (Rutland)	387	151	39%	1,814	38%	12
UCS (Bennington)	642	479	75%	5,545	77%	12
WCMH (Washington)	1,344	857	64%	10,417	52%	12
Pathways	152	-	-	-	-	-

See notes 2, 3 and 10.

TABLE 2B-5b  
Vermont Agency of Human Services  
Department of Mental Health  
**ADULT MENTAL HEALTH OUTPATIENT SERVICES**

**MEDICATION AND MEDICAL SUPPORT AND CONSULTATION SERVICES**

Designated Agencies  
Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Medication Services Number</u>	<u>Percent</u>	<u>Number of Medication Services</u>	<u>Services as Percentage of all Adult Outpt Non- Residential Services</u>	<u>Medication Services Per Client</u>
OVERALL	7,671	2,227	29%	14,041	14%	6
<u>Designated Agency</u>						
CSAC (Addison)	687	355	52%	1,931	26%	5
NCSS (Northwest)	643	122	19%	328	7%	3
HC (Chittenden)	734	82	11%	367	5%	4
LCMH (Lamoille)	240	78	32%	332	9%	4
HCRS (Southeast)	1,152	39	3%	128	1%	3
NKHS (Northeast)	1,016	776	76%	7,457	61%	10
CMC (Orange)	674	162	24%	432	5%	3
RMHS (Rutland)	387	16	4%	53	1%	3
UCS (Bennington)	642	196	31%	1,039	14%	5
WCMH (Washington)	1,344	340	25%	1,740	9%	5
Pathways	152	61	40%	234	2%	4

See notes 2, 3 and 10.

TABLE 2B-5c  
Vermont Agency of Human Services  
Department of Mental Health  
**ADULT MENTAL HEALTH OUTPATIENT SERVICES**

**CLINICAL ASSESSMENT SERVICES**

Designated Agencies  
Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Clinical Assessment Number</u>	<u>Percent</u>	<u>Number of Clinical Assessments</u>	<u>Services as Percentage of all Adult Outpt Non- Residential Services</u>	<u>Clinical Assessment Per Client</u>
OVERALL	7,671	3,452	45%	4,011	4%	1
<u>Designated Agency</u>						
CSAC (Addison)	687	332	48%	364	5%	1
NCSS (Northwest)	643	254	40%	266	6%	1
HC (Chittenden)	734	318	43%	399	5%	1
LCMH (Lamoille)	240	104	43%	144	4%	1
HCRS (Southeast)	1,152	613	53%	640	6%	1
NKHS (Northeast)	1,016	350	34%	415	3%	1
CMC (Orange)	674	401	59%	444	5%	1
RMHS (Rutland)	387	209	54%	342	7%	2
UCS (Bennington)	642	172	27%	181	3%	1
WCMH (Washington)	1,344	626	47%	739	4%	1
Pathways	152	73	48%	77	1%	1

See notes 2, 3 and 10.

TABLE 2B-6  
Vermont Agency of Human Services  
Department of Mental Health  
**ADULT MENTAL HEALTH OUTPATIENT SERVICES**

**SERVICE PLANNING AND COORDINATION**

Designated Agencies  
Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Planning Services Number</u>	<u>Percent</u>	<u>Number of Planning Services</u>	<u>Services as Percentage of all Adult Outpt Non- Residential Services</u>	<u>Planning &amp; Services Per Client</u>
OVERALL	7,671	2,018	26%	11,062	11%	5
<u>Designated Agency</u>						
CSAC (Addison)	687	26	4%	57	1%	2
NCSS (Northwest)	643	97	15%	253	6%	3
HC (Chittenden)	734	235	32%	864	11%	4
LCMH (Lamoille)	240	104	43%	1,389	37%	13
HCRS (Southeast)	1,152	511	44%	2,005	17%	4
NKHS (Northeast)	1,016	123	12%	318	3%	3
CMC (Orange)	674	256	38%	769	8%	3
RMHS (Rutland)	387	130	34%	427	9%	3
UCS (Bennington)	642	8	1%	16	0%	2
WCMH (Washington)	1,344	387	29%	2,016	10%	5
Pathways	152	141	93%	2948	22%	21

See notes 2, 3 and 12.

TABLE 2B-7  
Vermont Agency of Human Services  
Department of Mental Health  
**ADULT MENTAL HEALTH OUTPATIENT SERVICES**

**COMMUNITY SUPPORTS**

Designated Agencies  
Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Support Services Number</u>	<u>Percent</u>	<u>Number of Community Support Services</u>	<u>Services as Percentage of all Adult Outpt Non- Residential Services</u>	<u>Support Services Per Client</u>
OVERALL	7,671	2,808	37%	25,734	25%	9
<u>Designated Agency</u>						
CSAC (Addison)	687	55	8%	323	4%	6
NCSS (Northwest)	643	38	6%	140	3%	4
HC (Chittenden)	734	111	15%	474	6%	4
LCMH (Lamoille)	240	29	12%	160	4%	6
HCRS (Southeast)	1,152	824	72%	4,122	36%	5
NKHS (Northeast)	1,016	160	16%	801	7%	5
CMC (Orange)	674	482	72%	1,533	16%	3
RMHS (Rutland)	387	186	48%	2,187	45%	12
UCS (Bennington)	642	51	8%	449	6%	9
WCMH (Washington)	1,344	726	54%	5,127	25%	7
Pathways	152	146	96%	10418	76%	71

See notes 2, 3 and 13.



TABLE 2B-8  
Vermont Agency of Human Services  
Department of Mental Health  
**ADULT MENTAL HEALTH OUTPATIENT SERVICES**

**EMERGENCY/CRISIS ASSESSMENT, SUPPORT AND REFERRAL**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Emerg./Crisis Services Number</u>	<u>Percent</u>	<u>Number of Emerg./Crisis Services</u>	<u>Services as Percentage of all Adult Outpt Non- Residential Services</u>	<u>Emerg./Crisis Services Per Client</u>
OVERALL	7,671	161	2%	172	0%	1
<u>Designated Agency</u>						
CSAC (Addison)	687	-	-	-	-	-
NCSS (Northwest)	643	-	-	-	-	-
HC (Chittenden)	734	-	-	-	-	-
LCMH (Lamoille)	240	3	1%	6	0%	2
HCRS (Southeast)	1,152	-	-	-	-	-
NKHS (Northeast)	1,016	3	0%	3	0%	1
CMC (Orange)	674	-	-	-	-	-
RMHS (Rutland)	387	-	-	-	-	-
UCS (Bennington)	642	-	-	-	-	-
WCMH (Washington)	1,344	155	12%	163	1%	1
Pathways	152	-	-	-	-	-

See notes 2, 3 and 15.



## 2C: Community Rehabilitation and Treatment Programs

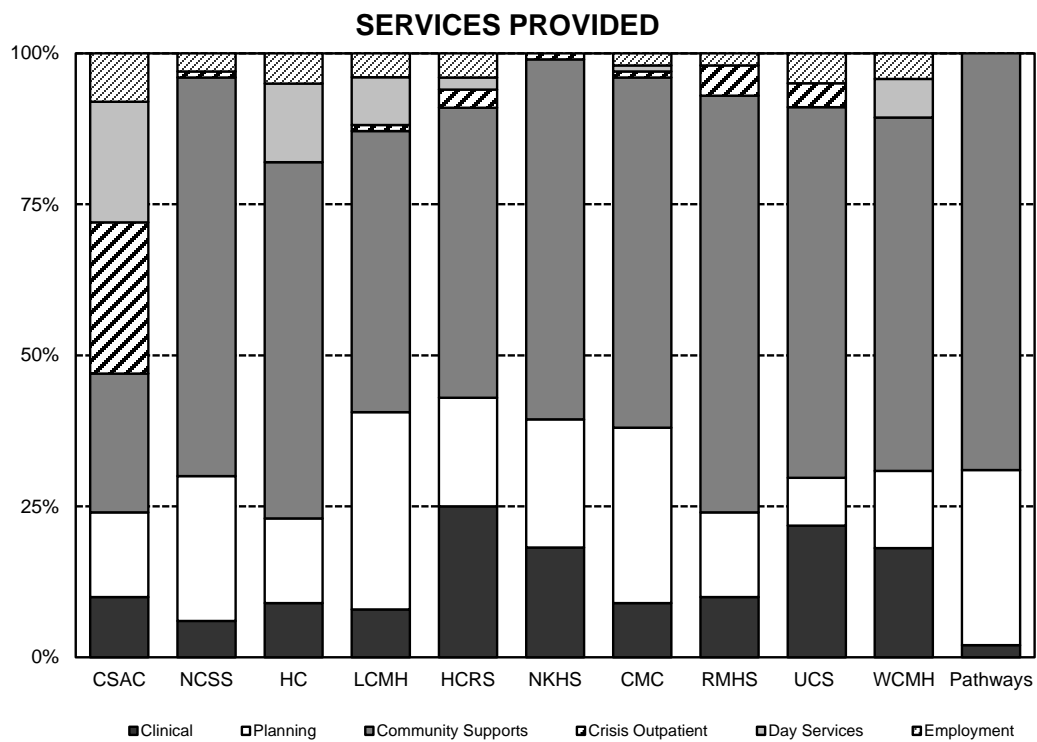




TABLE 2C-1  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**AGE AND GENDER OF CLIENTS SERVED**

Designated Agencies

Fiscal Year 2019

	Clients Served	Age						Gender	
		0 - 12	13 - 19	20 - 34	35 - 49	50 - 64	65 +	Male	Female
OVERALL	2,587	-	1%	17%	26%	41%	15%	51%	49%
<u>Designated Agency</u>									
CSAC (Addison)	155	-	-	15%	21%	46%	18%	54%	46%
NCSS (Northwest)	218	-	-	13%	25%	44%	18%	44%	56%
HC (Chittenden)	575	-	1%	19%	30%	36%	14%	55%	45%
LCMH (Lamoille)	132	-	4%	21%	23%	39%	13%	47%	53%
HCRS (Southeast)	381	-	-	19%	29%	40%	12%	51%	49%
NKHS (Northeast)	220	-	2%	20%	20%	43%	15%	54%	46%
CMC (Orange)	88	-	-	12%	22%	45%	20%	40%	60%
RMHS (Rutland)	279	-	2%	11%	25%	44%	18%	49%	51%
UCS (Bennington)	142	-	-	11%	29%	44%	16%	43%	57%
WCMH (Washington)	347	-	1%	16%	23%	42%	18%	54%	46%
Pathways	50	-	2%	18%	46%	26%	8%	72%	28%

See notes 2, 3 and 4.

TABLE 2C-2  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**RESPONSIBILITY FOR FEE OF CLIENTS SERVED**

Designated Agencies

Fiscal Year 2019

	Total Clients Served	Responsibility for Fee				
		Medicaid	Medicare	Other Insurance	State Agency	Unknown/ Uninsured
OVERALL	2,587	80%	53%	10%	13%	2%
<u>Designated Agency</u>						
CSAC (Addison)	155	37%	54%	6%	-	4%
NCSS (Northwest)	218	31%	61%	6%	-	2%
HC (Chittenden)	575	97%	49%	10%	-	1%
LCMH (Lamoille)	132	97%	38%	4%	-	2%
HCRS (Southeast)	381	93%	61%	10%	29%	2%
NKHS (Northeast)	220	98%	17%	6%	-	0%
CMC (Orange)	88	23%	35%	13%	74%	1%
RMHS (Rutland)	279	96%	72%	28%	8%	1%
UCS (Bennington)	142	6%	61%	6%	88%	4%
WCMH (Washington)	347	97%	68%	7%	7%	-
Pathways	50	100%	-	-	-	-

See notes 2, 3 and especially 6.

TABLE 2C-3  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**DIAGNOSIS OF CLIENTS SERVED**

Designated Agencies

Fiscal Year 2019

<u>ICD 10</u>	<i>Total Clients Served</i>	<i>No Dx Data</i>	<i>Physiological Conditions</i>	<i>Psychoactive Substance Use</i>	<i>Schizophrenia Non-Mood Psych Disorders</i>	<i>Mood Disorders</i>	<i>Anxiety Other Nonpsy Mental Disorders</i>	<i>Behavioral Syndromes</i>	<i>Disorders of Adult Personality and Behavior</i>	<i>Intellectual Disabilities</i>	<i>Pervasive Specific Dev Disorders</i>	<i>Beh Emotion Disorder/Child Adol</i>	<i>Unspecified Mental Disorder</i>	<u>Reported</u> <u>N</u>
OVERALL	2,587	1%	2%	32%	50%	43%	34%	1%	17%	1%	1%	4%	0%	2,560
<u>Designated Agency</u>														
CSAC (Addison)	155	—	—	17%	46%	48%	25%	2%	10%	1%	2%	3%	1%	155
NCSS (Northwest)	218	1%	—	43%	37%	52%	30%	—	27%	—	1%	1%	—	215
HC (Chittenden)	575	2%	2%	46%	55%	41%	32%	1%	12%	—	1%	7%	—	561
LCMH (Lamoille)	132	—	2%	27%	39%	58%	49%	2%	11%	1%	—	7%	—	132
HCRS (Southeast)	381	1%	1%	29%	47%	47%	41%	1%	21%	1%	2%	3%	—	378
NKHS (Northeast)	220	—	3%	27%	60%	36%	35%	2%	16%	2%	2%	7%	—	220
CMC (Orange)	88	7%	1%	16%	51%	29%	26%	—	24%	—	1%	1%	1%	82
RMHS (Rutland)	279	—	2%	31%	50%	44%	29%	—	22%	—	2%	1%	1%	279
UCS (Bennington)	142	1%	4%	25%	48%	50%	53%	3%	26%	1%	1%	1%	—	141
WCMH (Washington)	347	—	1%	31%	51%	38%	28%	—	15%	4%	1%	4%	—	347
Pathways	50	—	—	—	66%	16%	12%	—	4%	—	—	2%	—	50

As clients may have as many as four diagnoses reported, diagnostic groups do not represent an unduplicated count of clients served.

See notes 2, 3 and 7.

TABLE 2C-4  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**LENGTH OF STAY OF CLIENTS SERVED**

Designated Agencies

Fiscal Year 2019

	Total Clients Served	No Data	Year of Admission					Reported N
			Current Fiscal Year	Previous Fiscal Year	3 - 5 Years Earlier	6 - 10 Years Earlier	11+ Years Earlier	
OVERALL	2,587	0%	5%	8%	20%	19%	48%	2,576
<u>Designated Agency</u>								
CSAC (Addison)	155	-	2%	3%	16%	14%	65%	155
NCSS (Northwest)	218	-	2%	7%	17%	17%	57%	218
HC (Chittenden)	575	0%	3%	6%	18%	20%	53%	574
LCMH (Lamoille)	132	1%	7%	8%	34%	49%	2%	131
HCRS (Southeast)	381	-	6%	10%	26%	18%	40%	381
NKHS (Northeast)	220	-	3%	9%	15%	22%	52%	220
CMC (Orange)	88	10%	-	-	-	25%	73%	79
RMHS (Rutland)	279	-	14%	15%	19%	12%	41%	279
UCS (Bennington)	142	-	8%	8%	12%	18%	54%	142
WCMH (Washington)	347	-	7%	6%	17%	15%	54%	347
Pathways	50	-	-	-	90%	10%	-	50

See notes 2, 3 and 9.



TABLE 2C-5  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**CLINICAL INTERVENTIONS**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Clinical Interventions Number</u>	<u>Percent</u>	<u>Number of Clinical Interventions</u>	<u>Services as Percentage of all CRT Non- Residential Services</u>	<u>Clinical Interventions Per Client</u>
OVERALL	2,819	2,434	86%	41,418	13%	17
<u>Designated Agency</u>						
CSAC (Addison)	185	145	78%	1,955	10%	13
NCSS (Northwest)	218	175	80%	1,243	6%	7
HC (Chittenden)	597	516	86%	4,822	9%	9
LCMH (Lamoille)	139	110	79%	1,995	8%	18
HCRS (Southeast)	409	361	88%	5,637	25%	16
NKHS (Northeast)	242	205	85%	7,305	18%	36
CMC (Orange)	177	156	88%	3,375	9%	22
RMHS (Rutland)	299	259	87%	2,769	10%	11
UCS (Bennington)	153	142	93%	3,263	22%	23
WCMH (Washington)	350	325	93%	8,916	17%	27
Pathways	50	40	80%	138	2%	3

See notes 2, 3 and 10.

TABLE 2C-5a  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**INDIVIDUAL, FAMILY, AND GROUP THERAPY**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Therapy Number</u>	<u>Percent</u>	<u>Number of Therapy Sessions</u>	<u>Services as Percentage of all CRT Non- Residential Services</u>	<u>Therapy Sessions Per Client</u>
OVERALL	2,819	1,016	36%	17,163	5%	17
<u>Designated Agency</u>						
CSAC (Addison)	185	51	28%	687	4%	13
NCSS (Northwest)	218	163	75%	757	3%	5
HC (Chittenden)	597	51	9%	715	1%	14
LCMH (Lamoille)	139	72	52%	1,272	5%	18
HCRS (Southeast)	409	208	51%	3,463	15%	17
NKHS (Northeast)	242	34	14%	627	2%	18
CMC (Orange)	177	116	66%	2,907	8%	25
RMHS (Rutland)	299	49	16%	809	3%	17
UCS (Bennington)	153	110	72%	1,914	13%	17
WCMH (Washington)	350	162	46%	4,012	7%	25
Pathways	50	-	-	-	-	-

See notes 2, 3 and 10.

TABLE 2C-5b  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**MEDICATION AND MEDICAL SUPPORT AND CONSULTATION SERVICES**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Medication Services Number</u>	<u>Percent</u>	<u>Number of Medication Services</u>	<u>Services as Percentage of all CRT Non- Residential Services</u>	<u>Medication Services Per Client</u>
OVERALL	2,819	2,219	79%	23,530	7%	11
<u>Designated Agency</u>						
CSAC (Addison)	185	128	69%	1,258	7%	10
NCSS (Northwest)	218	165	76%	482	2%	3
HC (Chittenden)	597	480	80%	3,971	7%	8
LCMH (Lamoille)	139	96	69%	710	3%	7
HCRS (Southeast)	409	320	78%	1,951	9%	6
NKHS (Northeast)	242	196	81%	6,641	17%	34
CMC (Orange)	177	136	77%	413	1%	3
RMHS (Rutland)	299	251	84%	1,936	7%	8
UCS (Bennington)	153	123	80%	1,317	9%	11
WCMH (Washington)	350	295	84%	4,745	9%	16
Pathways	50	29	58%	106	2%	4

See notes 2, 3 and 10.

TABLE 2C-5c  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**CLINICAL ASSESSMENT SERVICES**

Designated Agencies  
Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Clinical Assessment Number</u>	<u>Percent</u>	<u>Number of Clinical Assessments</u>	<u>Services as Percentage of all CRT Non- Residential Services</u>	<u>Clinical Assessment Per Client</u>
OVERALL	2,819	656	23%	725	0%	1
<u>Designated Agency</u>						
CSAC (Addison)	185	10	5%	10	0%	1
NCSS (Northwest)	218	4	2%	4	0%	1
HC (Chittenden)	597	132	22%	136	0%	1
LCMH (Lamoille)	139	12	9%	13	0%	1
HCRS (Southeast)	409	195	48%	223	1%	1
NKHS (Northeast)	242	30	12%	37	0%	1
CMC (Orange)	177	53	30%	55	0%	1
RMHS (Rutland)	299	16	5%	24	0%	1
UCS (Bennington)	153	29	19%	32	0%	1
WCMH (Washington)	350	149	43%	159	0%	1
Pathways	50	26	52%	32	0%	1

See notes 2, 3 and 10.

TABLE 2C-6  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**DAY SERVICES**  
Designated Agencies  
Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Day Services Number</u>	<u>Percent</u>	<u>Number of Day Services</u>	<u>Services as Percentage of all CRT Non- Residential Services</u>	<u>Day Services Per Client</u>
OVERALL	2,819	391	14%	16,569	5%	42
<u>Designated Agency</u>						
CSAC (Addison)	185	46	25%	3,864	20%	84
NCSS (Northwest)	218	-	-	-	-	-
HC (Chittenden)	597	133	22%	6,745	13%	51
LCMH (Lamoille)	139	49	35%	1,951	8%	40
HCRS (Southeast)	409	31	8%	380	2%	12
NKHS (Northeast)	242	-	-	-	-	-
CMC (Orange)	177	36	20%	384	1%	11
RMHS (Rutland)	299	-	-	-	-	-
UCS (Bennington)	153	-	-	-	-	-
WCMH (Washington)	350	96	27%	3,245	6%	34
Pathways	50	-	-	-	-	-

See notes 2, 3 and 11.

TABLE 2C-7  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**SERVICE PLANNING AND COORDINATION**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Planning Services Number</u>	<u>Percent</u>	<u>Number of Planning Services</u>	<u>Services as Percentage of all CRT Non- Residential Services</u>	<u>Planning Services Per Client</u>
OVERALL	2,819	2,473	88%	60,566	19%	24
<u>Designated Agency</u>						
CSAC (Addison)	185	131	71%	2,737	14%	21
NCSS (Northwest)	218	212	97%	5,160	24%	24
HC (Chittenden)	597	483	81%	7,614	14%	16
LCMH (Lamoille)	139	133	96%	8,463	33%	64
HCRS (Southeast)	409	362	89%	4,003	18%	11
NKHS (Northeast)	242	241	100%	8,439	21%	35
CMC (Orange)	177	166	94%	10,259	29%	62
RMHS (Rutland)	299	253	85%	4,120	14%	16
UCS (Bennington)	153	129	84%	1,158	8%	9
WCMH (Washington)	350	316	90%	6,722	12%	21
Pathways	50	47	94%	1,891	29%	40

See notes 2, 3 and 12.

TABLE 2C-8  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**COMMUNITY SUPPORTS**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Support Services Number</u>	<u>Percent</u>	<u>Number of Community Support Services</u>	<u>Services as Percentage of all CRT Non- Residential Services</u>	<u>Support Services Per Client</u>
OVERALL	2,819	2,587	92%	181,599	56%	70
<u>Designated Agency</u>						
CSAC (Addison)	185	136	74%	4,472	23%	33
NCSS (Northwest)	218	218	100%	14,394	66%	66
HC (Chittenden)	597	552	92%	31,937	59%	58
LCMH (Lamoille)	139	129	93%	12,185	47%	94
HCRS (Southeast)	409	375	92%	10,723	48%	29
NKHS (Northeast)	242	237	98%	23,543	59%	99
CMC (Orange)	177	165	93%	20,884	58%	127
RMHS (Rutland)	299	256	86%	19,794	69%	77
UCS (Bennington)	153	140	92%	9,210	62%	66
WCMH (Washington)	350	330	94%	29,946	55%	91
Pathways	50	49	98%	4,511	69%	92

See notes 2, 3 and 13.

TABLE 2C-9  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**EMPLOYMENT SERVICES**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Employment Services Number</u>	<u>Percent</u>	<u>Number of Employment Services</u>	<u>Services as Percentage of all CRT Non- Residential Services</u>	<u>Employment Services Per Client</u>
OVERALL	2,819	685	24%	10,681	3%	16
<u>Designated Agency</u>						
CSAC (Addison)	185	62	34%	1,560	8%	25
NCSS (Northwest)	218	48	22%	754	3%	16
HC (Chittenden)	597	152	25%	2,586	5%	17
LCMH (Lamoille)	139	62	45%	920	4%	15
HCRS (Southeast)	409	75	18%	901	4%	12
NKHS (Northeast)	242	41	17%	141	0%	3
CMC (Orange)	177	53	30%	600	2%	11
RMHS (Rutland)	299	59	20%	468	2%	8
UCS (Bennington)	153	39	25%	714	5%	18
WCMH (Washington)	350	94	27%	2,037	4%	22
Pathways	50	-	-	-	-	-

See notes 2, 3 and 14.



TABLE 2C-10a  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**EMERGENCY/CRISIS ASSESSMENT, SUPPORT AND REFERRAL**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Emerg./Crisis Services Number</u>	<u>Percent</u>	<u>Number of Emerg./Crisis Services</u>	<u>Services as Percentage of all CRT Non- Residential Services</u>	<u>Emerg./Crisis Services Per Client</u>
OVERALL	2,819	706	25%	8,814	3%	12
<u>Designated Agency</u>						
CSAC (Addison)	185	142	77%	4,737	25%	33
NCSS (Northwest)	218	62	28%	227	1%	4
HC (Chittenden)	597	14	2%	15	0%	1
LCMH (Lamoille)	139	37	27%	183	1%	5
HCRS (Southeast)	409	117	29%	762	3%	7
NKHS (Northeast)	242	55	23%	313	1%	6
CMC (Orange)	177	52	29%	403	1%	8
RMHS (Rutland)	299	115	38%	1,464	5%	13
UCS (Bennington)	153	49	32%	523	4%	11
WCMH (Washington)	350	63	18%	187	0%	3
Pathways	50	-	-	-	-	-

See notes 2, 3 and 15.

TABLE 2C-10b  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**EMERGENCY/CRISIS BEDS**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Emergency/Crisis Bed Services</u>		<u>Days of Emergency/Crisis Bed Services</u>	<u>Emergency/Crisis Bed Days Per Client</u>
		<u>Number</u>	<u>Percent</u>		
OVERALL	2,819	358	13%	6,866	19
<u>Designated Agency</u>					
CSAC (Addison)	185	-	-	-	-
NCSS (Northwest)	218	30	14%	195	6
HC (Chittenden)	597	93	16%	949	10
LCMH (Lamoille)	139	18	13%	494	27
HCRS (Southeast)	409	45	11%	858	19
NKHS (Northeast)	242	-	-	-	-
CMC (Orange)	177	19	11%	420	22
RMHS (Rutland)	299	58	19%	1,861	32
UCS (Bennington)	153	31	20%	900	29
WCMH (Washington)	350	64	18%	1,189	19
Pathways	50	-	-	-	-

See notes 2, 3 and 15.

TABLE 2C-11  
Vermont Agency of Human Services  
Department of Mental Health  
**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**

**HOUSING AND HOME SUPPORTS**

Designated Agencies

Fiscal Year 2019

	<u>Total Clients Served</u>	<u>Clients Receiving Housing &amp; Home Supports Number</u>	<u>Percent</u>	<u>Days of Housing &amp; Home Support Services</u>	<u>Housing &amp; Home Support Days Per Client</u>
OVERALL	2,819	229	8%	54,722	239
<u>Designated Agency</u>					
CSAC (Addison)	185	20	11%	4,428	221
NCSS (Northwest)	218	11	5%	1,898	173
HC (Chittenden)	597	75	13%	19,272	257
LCMH (Lamoille)	139	28	20%	8,261	295
HCRS (Southeast)	409	21	5%	4,256	203
NKHS (Northeast)	242	-	-	-	-
CMC (Orange)	177	9	5%	1,207	134
RMHS (Rutland)	299	6	2%	3,209	535
UCS (Bennington)	153	11	7%	2,411	219
WCMH (Washington)	350	48	14%	9,780	204
Pathways	50	-	-	-	-

See notes 2, 3 and 16.



## 2E: Emergency Service Programs

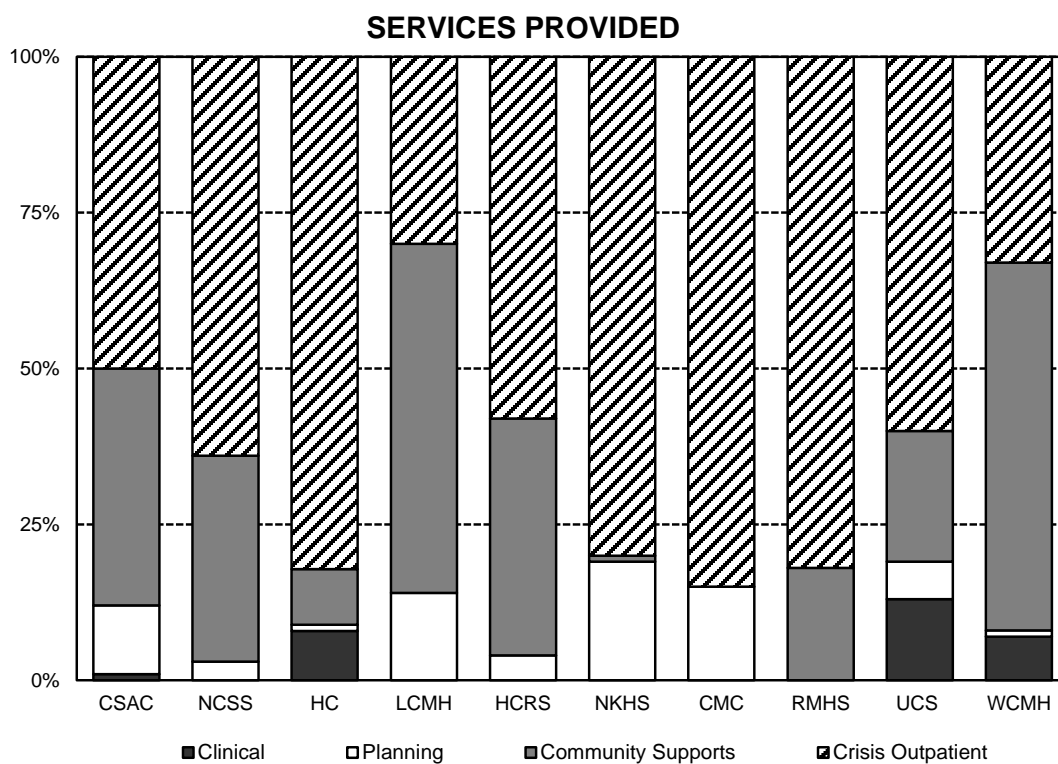




TABLE 2E-1  
Vermont Agency of Human Services  
Department of Mental Health  
**EMERGENCY SERVICES**

**CLINICAL INTERVENTIONS**  
Designated Agencies  
Fiscal Year 2019

	Total Clients <u>Served</u>	Clients Receiving Clinical Interventions		Number of Clinical <u>Interventions</u>	Services as Percentage of all Emergency <u>Non-Residential Services</u>	Clinical Interventions <u>Per Client</u>
		<u>Number</u>	<u>Percent</u>			
OVERALL	7,128	559	8%	1,430	5%	3
<u>Designated Agency</u>						
CSAC (Addison)	280	9	3%	14	1%	2
NCSS (Northwest)	466	-	-	-	-	-
HC (Chittenden)	2,393	282	12%	1,033	8%	4
LCMH (Lamoille)	295	-	-	-	-	-
HCRS (Southeast)	762	-	-	-	-	-
NKHS (Northeast)	496	2	0%	5	0%	2
CMC (Orange)	384	1	0%	1	0%	1
RMHS (Rutland)	687	-	-	-	-	-
UCS (Bennington)	852	240	28%	258	13%	1
WCMH (Washington)	513	25	5%	119	7%	5

See notes 2, 3 and 10.

TABLE 2E-2  
Vermont Agency of Human Services  
Department of Mental Health  
**EMERGENCY SERVICES**

**SERVICE PLANNING AND COORDINATION**  
Designated Agencies  
Fiscal Year 2019

	Total Clients <u>Served</u>	Clients Receiving Planning & Coordination Services		Number of Planning & Coordination <u>Services</u>	Services as Percentage of all Emergency <u>Non-Residential Services</u>	Planning & Coordination <u>Services Per Client</u>
		<u>Number</u>	<u>Percent</u>			
OVERALL	7,128	548	8%	1,257	4%	2
<u>Designated Agency</u>						
CSAC (Addison)	280	57	20%	188	11%	3
NCSS (Northwest)	466	28	6%	61	3%	2
HC (Chittenden)	2,393	64	3%	143	1%	2
LCMH (Lamoille)	295	95	32%	152	14%	2
HCRS (Southeast)	762	58	8%	73	4%	1
NKHS (Northeast)	496	84	17%	309	19%	4
CMC (Orange)	384	96	25%	203	15%	2
RMHS (Rutland)	687	3	0%	6	0%	2
UCS (Bennington)	852	58	7%	110	6%	2
WCMH (Washington)	513	5	1%	12	1%	2

See notes 2, 3 and 12.



TABLE 2E-3  
Vermont Agency of Human Services  
Department of Mental Health  
**EMERGENCY SERVICES**

**COMMUNITY SUPPORTS**  
Designated Agencies  
Fiscal Year 2019

	Total Clients <u>Served</u>	Clients Receiving Community Support Services <u>Number</u>	<u>Percent</u>	Number of Community <u>Support Services</u>	Services as Percentage of all Emergency <u>Non-Residential Services</u>	Community Support Services <u>Per Client</u>
OVERALL	7,128	1,213	17%	5,466	19%	5
<u>Designated Agency</u>						
CSAC (Addison)	280	93	33%	651	38%	7
NCSS (Northwest)	466	59	13%	618	33%	10
HC (Chittenden)	2,393	100	4%	1,131	9%	11
LCMH (Lamoille)	295	162	55%	601	56%	4
HCRS (Southeast)	762	300	39%	747	38%	2
NKHS (Northeast)	496	3	1%	9	1%	3
CMC (Orange)	384	-	-	-	-	-
RMHS (Rutland)	687	91	13%	315	18%	3
UCS (Bennington)	852	163	19%	414	21%	3
WCMH (Washington)	513	242	47%	980	59%	4

See notes 2, 3 and 13.

TABLE 2E-4a  
Vermont Agency of Human Services  
Department of Mental Health  
**EMERGENCY SERVICES**

**EMERGENCY/CRISIS ASSESSMENT, SUPPORT AND REFERRAL**  
Designated Agencies  
Fiscal Year 2019

	Total Clients <u>Served</u>	Clients Receiving Emergency/Crisis Services <u>Number</u>	<u>Percent</u>	Number of Emergency/Crisis <u>Services</u>	Services as Percentage of all Emergency <u>Non-Residential Services</u>	Emergency/ Crisis Services <u>Per Client</u>
OVERALL	7,128	6,252	88%	19,967	71%	3
<u>Designated Agency</u>						
CSAC (Addison)	280	216	77%	862	50%	4
NCSS (Northwest)	466	440	94%	1,205	64%	3
HC (Chittenden)	2,393	2,315	97%	10,916	83%	5
LCMH (Lamoille)	295	193	65%	317	30%	2
HCRS (Southeast)	762	672	88%	1,129	58%	2
NKHS (Northeast)	496	454	92%	1,274	80%	3
CMC (Orange)	384	362	94%	1118	85%	3
RMHS (Rutland)	687	681	99%	1,446	82%	2
UCS (Bennington)	852	538	63%	1,150	60%	2
WCMH (Washington)	513	381	74%	550	33%	1

See notes 2, 3 and 15.

TABLE 2E-4b  
Vermont Agency of Human Services  
Department of Mental Health  
**EMERGENCY SERVICES**

**EMERGENCY/CRISIS BEDS**  
Designated Agencies  
Fiscal Year 2019

	Total Clients <u>Served</u>	Clients Receiving Emergency/Crisis Beds		Days of Emergency/Crisis <u>Beds</u>	Emergency/Crisis <u>Beds</u> Per Client
		<u>Number</u>	<u>Percent</u>		
OVERALL	7,128	235	3%	2,185	9
<u>Designated Agency</u>					
CSAC (Addison)	280	45	16%	389	9
NCSS (Northwest)	466	-	-	-	-
HC (Chittenden)	2,393	133	6%	735	6
LCMH (Lamoille)	295	9	3%	77	9
HCRS (Southeast)	762	-	-	-	-
NKHS (Northeast)	496	21	4%	549	26
CMC (Orange)	384	5	1%	73	15
RMHS (Rutland)	687	-	-	-	-
UCS (Bennington)	852	-	-	-	-
WCMH (Washington)	513	22	4%	362	16

See notes 2, 3 and 15.



# Part 3: Vermont Psychiatric Care Hospital

Average Daily Census by Length of Stay  
FY2014 - FY2019

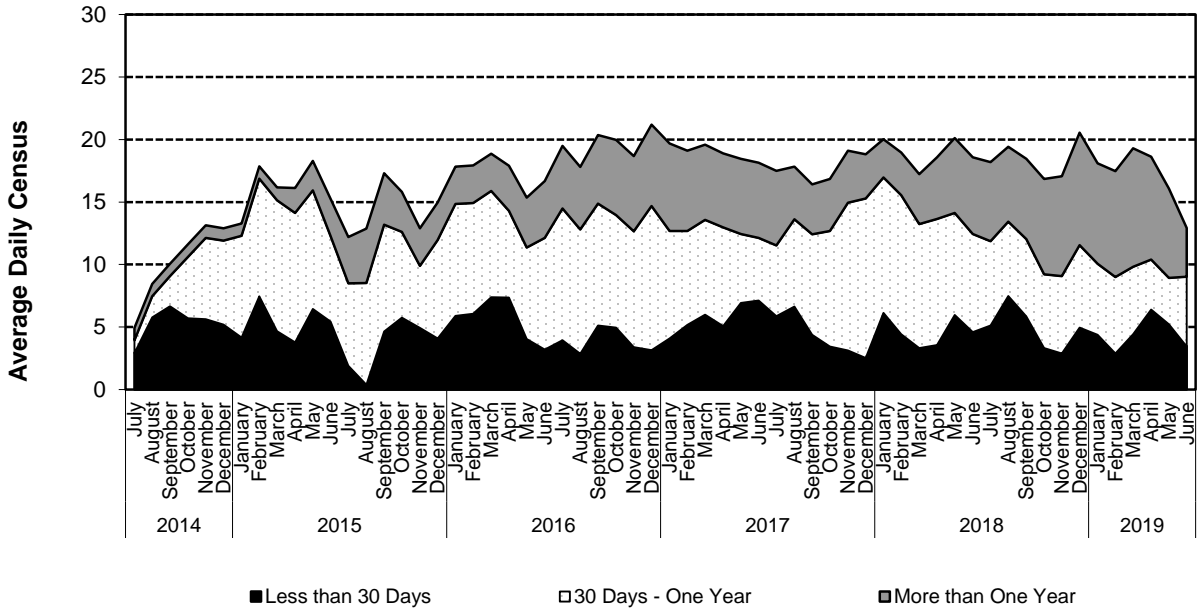




TABLE 3-1-A  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**AVERAGE DAILY CENSUS**  
 Overall and For Length of Stay Categories  
 July 2016 through June 2019

	Days Since Admission				
	Overall	<30	30-89	90-365	366+
2016 July	25	4	5	11	5
August	24	3	6	10	5
September	25	5	4	10	5
October	25	5	5	9	6
November	25	3	6	9	6
December	25	3	4	12	7
2017 January	24	4	4	9	7
February	25	5	6	8	6
March	25	6	5	8	6
April	25	5	6	8	6
May	24	7	6	6	6
June	24	7	6	5	6
2017 July	25	6	7	6	6
August	25	7	7	7	4
September	25	4	9	8	4
October	25	3	8	9	4
November	25	3	6	12	4
December	24	3	5	13	4
2018 January	24	6	4	11	3
February	24	4	6	11	3
March	25	3	8	10	4
April	24	4	5	10	5
May	25	6	5	8	6
June	24	5	6	8	6
2018 July	25	5	7	7	6
August	24	7	4	6	6
September	23	6	5	6	6
October	24	3	7	6	8
November	22	3	5	6	8
December	22	5	2	7	9
2019 January	23	4	5	6	8
February	23	3	6	6	8
March	23	4	4	5	9
April	24	6	6	4	8
May	22	5	6	4	7
June	18	3	5	6	4

TABLE 3-2  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**MONTHLY UTILIZATION**  
 Fiscal Year 2019

<u>Month</u>	<u>Admissions</u>	<u>Discharges</u>	<u>Total Patient Days</u>	<u>Average Daily Census</u>
OVERALL	68	72	8,314	22.8
<u>Month</u>				
July	6	8	769	24.8
August	9	9	737	23.8
September	4	4	695	23.2
October	4	3	740	23.9
November	5	10	665	22.2
December	6	2	686	22.1
January	4	4	710	22.9
February	3	3	644	23.0
March	7	7	718	23.2
April	8	6	729	24.3
May	4	9	695	22.4
June	8	7	526	17.5

See note 19.



TABLE 3-3  
Vermont Agency of Human Services  
Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**CATCHMENT AREA AND UTILIZATION**  
Fiscal Year 2019

	<u>Admissions</u>	<u>Discharges</u>	<u>Total Patient Days</u>	<u>Average Daily Census</u>	<u>Percent of all Patient Days</u>
OVERALL	68	72	8,314	22.8	100%
<u>Catchment Area</u>					
CSAC (Addison)	3	2	143	0.4	2%
NCSS (Northwest)	3	2	123	0.3	1%
HC (Chittenden)	22	33	2,915	8.0	35%
LCC (Lamoille)	1	1	67	-	-
HCRS (Southeast)	12	9	1,365	3.7	16%
NKHS (Northeast)	3	4	231	0.6	3%
CMC (Orange)	2	2	56	-	-
RMHS (Rutland)	6	3	507	1.4	6%
UCS (Bennington)	1	2	10	0.0	0%
WCMH (Washington)	15	14	2,897	7.9	35%

See notes 2 and 19.

TABLE 3-4  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**AGE AND UTILIZATION**  
 Fiscal Year 2019

	<u>Admissions</u>	<u>Discharges</u>	<u>Total Patient Days</u>	<u>Average Daily Census</u>	<u>Percent of all Patient Days</u>
OVERALL	68	72	8,314	22.8	100%
<u>Age</u>					
13 - 19	-	-	4	0.0	0%
20 - 34	28	33	2,941	8.1	35%
35 - 49	29	20	2,523	6.9	30%
50 - 64	10	16	2,578	7.1	31%
65+	1	3	268	0.7	3%

See notes 4 and 19.

TABLE 3-5  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**GENDER AND UTILIZATION**  
 Fiscal Year 2019

	<u>Admissions</u>	<u>Discharges</u>	<u>Total Patient Days</u>	<u>Average Daily Census</u>	<u>Percent of all Patient Days</u>
OVERALL	68	72	8,314	22.8	100%
<u>Gender</u>					
Male	50	51	5,910	16.2	71%
Female	18	21	2,404	6.6	29%
Other/Unknown	-	-	-	-	-

See note 19.

TABLE 3-6  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**DIAGNOSIS AND UTILIZATION**  
 Fiscal Year 2019

<u>ICD 10</u>	<u>Admissions</u>		<u>Discharges</u>		<u>Total</u>	<u>Average</u>	<u>Percent of all</u>
					<u>Patient Days</u>	<u>Daily Census</u>	<u>Patient Days</u>
OVERALL	68		72		8,314	22.8	100%
<u>Diagnosis</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>			
Physiological Conditions	-	-	-	-	-	-	-
Psychoactive Substance Use	29	43%	28	39%	2,125	5.8	26%
Schizophrenia Other Non-Mood Psychotic Disorders	42	62%	47	65%	7,226	19.8	87%
Mood [Affective] Disorders	23	34%	23	32%	1,541	4.2	19%
Anxiety and Other Nonpsychotic Mental Disorders	17	25%	17	24%	2,090	5.7	25%
Behavioral Syndromes	2	3%	3	4%	703	1.9	8%
Disorders of Adult Personality and Behavior	6	9%	6	8%	159	0.4	2%
Intellectual Disabilities	1	1%	1	1%	32	0.1	0%
Pervasive and Specific Developmental Disorders	2	3%	2	3%	74	0.2	1%
Behavioral Emotional Disorders/Child Adolescence	2	3%	2	3%	67	0.2	1%
Unspecified Mental Disorder	-	-	-	-	-	-	-
Deferred	-	-	-	-	-	-	-

As clients may have many diagnoses reported, diagnostic groups do not represent an unduplicated count of clients served.

See notes 7 and 19.

TABLE 3-7  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**LEGAL STATUS ON ADMISSION AND UTILIZATION**  
 Fiscal Year 2019

	<u>Admissions</u>	<u>Discharges</u>	<u>Total Patient Days</u>	<u>Average Daily Census</u>	<u>Percent of all Patient Days</u>
OVERALL	68	72	8,314	22.8	100%
<u>Legal Status on Admission</u>					
Voluntary	-	-	-	-	-
Emergency	50	49	4,282	11.7	52%
Forensic	16	20	3,242	8.9	39%
Other	2	3	790	2.2	10%

See notes 19 and 20.

TABLE 3-8  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**TYPE OF ADMISSION AND UTILIZATION**  
 Fiscal Year 2019

	<u>Admissions</u>	<u>Discharges</u>	<u>Total Patient Days</u>	<u>Average Daily Census</u>	<u>Percent of all Patient Days</u>
OVERALL	68	72	8,314	22.8	100%
<u>Type of Admission</u>					
First Admission	50	53	5,956	16.3	72%
Readmission	18	19	2,358	6.5	28%

See notes 19 and 21.

TABLE 3-9  
Vermont Agency of Human Services  
Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**CATCHMENT AREA AND LEGAL STATUS OF PATIENTS ADMITTED**  
Fiscal Year 2019

	<u>Admissions</u>	<u>Legal Status</u>			
		<u>Voluntary</u>	<u>Emergency</u>	<u>Forensic</u>	<u>Other</u>
OVERALL	68	-	74%	24%	3%
<u>Catchment Area</u>					
CSAC (Addison)	3	-	100%	-	-
NCSS (Northwest)	3	-	33%	67%	-
HC (Chittenden)	22	-	73%	27%	-
LCC (Lamoille)	1	-	100%	-	-
HCRS (Southeast)	12	-	67%	33%	-
NKHS (Northeast)	3	-	67%	33%	-
CMC (Orange)	2	-	100%	-	-
RMHS (Rutland)	6	-	100%	-	-
UCS (Bennington)	1	-	100%	-	-
WCMH (Washington)	15	-	67%	20%	13%
Unknown	-	-	-	-	-

See notes 2, 19 and 20.

TABLE 3-10  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**AGE AND LEGAL STATUS OF PATIENTS ADMITTED**  
 Fiscal Year 2019

	<u>Admissions</u>	<u>Legal Status</u>			
		<u>Voluntary</u>	<u>Emergency</u>	<u>Forensic</u>	<u>Other</u>
OVERALL	68	-	74%	24%	3%
<u>Age</u>					
13 - 19	-	-	-	-	-
20 - 34	28	-	82%	18%	-
35 - 49	29	-	66%	28%	7%
50 - 64	10	-	80%	20%	-
65+	1	-	-	100%	-

See notes 4, 19, and 20.



TABLE 3-11  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**GENDER AND LEGAL STATUS OF PATIENTS ADMITTED**  
 Fiscal Year 2019

	<u>Admissions</u>	<u>Legal Status</u>			
		<u>Voluntary</u>	<u>Emergency</u>	<u>Forensic</u>	<u>Other</u>
OVERALL	68	-	74%	24%	3%
<u>Gender</u>					
Male	50	-	80%	20%	-
Female	18	-	56%	33%	11%
Other/Unknown	-	-	-	-	-

See notes 19 and 20.

TABLE 3-12  
Vermont Agency of Human Services  
Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**DIAGNOSIS AND LEGAL STATUS OF PATIENTS ADMITTED**  
Fiscal Year 2019

<u>ICD 10</u>	<u>Admissions</u>	<u>Legal Status</u>			
		<u>Voluntary</u>	<u>Emergency</u>	<u>Forensic</u>	<u>Other</u>
OVERALL	68	-	74%	24%	3%
<u>Diagnosis</u>					
Physiological Conditions	-	-	-	-	-
Psychoactive Substance Use	29	-	44%	44%	-
Schizophrenia Other Non-Mood Psychotic Disorders	42	-	66%	44%	100%
Mood [Affective] Disorders	23	-	32%	44%	-
Anxiety and Other Nonpsychotic Mental Disorders	17	-	20%	31%	100%
Behavioral Syndromes	2	-	-	-	100%
Disorders of Adult Personality and Behavior	6	-	8%	13%	-
Intellectual Disabilities	1	-	2%	-	-
Pervasive and Specific Developmental Disorders	2	-	2%	6%	-
Behavioral Emotional Disorders/Child Adolescence	2	-	2%	6%	-
Unspecified Mental Disorder	-	-	-	-	-
Deferred	-	-	-	-	-

As clients may have many diagnoses reported, diagnostic groups do not represent an unduplicated count of clients served.

See notes 7, 19 and 20.

TABLE 3-13  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**TYPE OF ADMISSION AND LEGAL STATUS OF PATIENTS ADMITTED**  
 Fiscal Year 2019

	<u>Admissions</u>	<u>Legal Status</u>			
		<u>Voluntary</u>	<u>Emergency</u>	<u>Forensic</u>	<u>Other</u>
OVERALL	68	-	74%	24%	3%
<u>Type of Admission</u>					
First Admission	50	-	76%	24%	-
Readmission	18	-	67%	22%	11%

See notes 19, 20 and 21.

TABLE 3-14  
Vermont Agency of Human Services  
Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**CATCHMENT AREA AND DISCHARGE RATE OF PATIENTS ADMITTED**  
Fiscal Year 2019

	<u>Admissions</u>	<u>Percent Discharged Within</u>			
		<u>1 Week</u>	<u>2 Weeks</u>	<u>1 Month</u>	<u>3 Months</u>
OVERALL	68	6%	10%	35%	69%
<u>Catchment Area</u>					
CSAC (Addison)	3	-	-	33%	67%
NCSS (Northwest)	3	-	-	-	100%
HC (Chittenden)	22	-	9%	32%	82%
LCC (Lamoille)	1	-	-	-	100%
HCRS (Southeast)	12	8%	8%	25%	42%
NKHS (Northeast)	3	-	-	100%	100%
CMC (Orange)	2	50%	50%	50%	100%
RMHS (Rutland)	6	-	17%	67%	83%
UCS (Bennington)	1	100%	100%	100%	100%
WCMH (Washington)	15	7%	7%	27%	47%
Unknown	-	-	-	-	-

See notes 2, 19 and 22.

TABLE 3-15  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**AGE AND DISCHARGE RATE OF PATIENTS ADMITTED**  
 Fiscal Year 2019

	<u>Admissions</u>	<u>Percent Discharged Within</u>			
		<u>1 Week</u>	<u>2 Weeks</u>	<u>1 Month</u>	<u>3 Months</u>
OVERALL	68	6%	10%	35%	69%
<u>Age</u>					
13 - 19	-	-	-	-	-
20 - 34	28	4%	4%	29%	71%
35 - 49	29	7%	17%	41%	62%
50 - 64	10	10%	10%	40%	80%
65+	1	-	-	-	100%

See notes 2, 19 and 22.

TABLE 3-16  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**GENDER AND DISCHARGE RATE OF PATIENTS ADMITTED**  
 Fiscal Year 2019

	<u>Admissions</u>	<u>Percent Discharged Within</u>			
		<u>1 Week</u>	<u>2 Weeks</u>	<u>1 Month</u>	<u>3 Months</u>
OVERALL	68	6%	10%	35%	69%
<u>Gender</u>					
Male	50	6%	12%	34%	64%
Female	18	6%	6%	39%	83%
Other/Unknown	-	-	-	-	-

See notes 19 and 22.

TABLE 3-17  
Vermont Agency of Human Services  
Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**DIAGNOSIS AND DISCHARGE RATE OF PATIENTS ADMITTED**  
Fiscal Year 2019

<u>ICD 10</u>	<u>Admissions</u>	<u>Percent Discharged Within</u>			
		<u>1 Week</u>	<u>2 Weeks</u>	<u>1 Month</u>	<u>3 Months</u>
OVERALL	68	6%	10%	35%	69%
<u>Diagnosis</u>					
Physiological Conditions	-	-	-	-	-
Psychoactive Substance Use	29	7%	14%	34%	76%
Schizophrenia Other Non-Mood Psychotic Disorders	42	2%	5%	21%	60%
Mood [Affective] Disorders	23	13%	17%	57%	87%
Anxiety and Other Nonpsychotic Mental Disorders	17	12%	12%	35%	76%
Behavioral Syndromes	2	50%	50%	50%	50%
Disorders of Adult Personality and Behavior	6	-	-	67%	100%
Intellectual Disabilities	1	-	-	-	100%
Pervasive and Specific Developmental Disorders	2	-	-	50%	100%
Behavioral Emotional Disorders/Child Adolescence	2	-	-	50%	100%
Unspecified Mental Disorder	-	-	-	-	-
Deferred	-	-	-	-	-

As clients may have many diagnoses reported, diagnostic groups do not represent an unduplicated count of clients served.

See notes 7, 19 and 22.

TABLE 3-18  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**LEGAL STATUS AND DISCHARGE RATE OF PATIENTS ADMITTED**  
 Fiscal Year 2019

	<u>Admissions</u>	<u>Percent Discharged Within</u>			
		<u>1 Week</u>	<u>2 Weeks</u>	<u>1 Month</u>	<u>3 Months</u>
OVERALL	68	6%	10%	35%	69%
<u>Legal Status</u>					
Voluntary	-	-	-	-	-
Emergency	52	6%	12%	35%	65%
Forensic	14	-	-	36%	86%
Other	2	50%	50%	50%	50%

See notes 19, 20 and 22.



TABLE 3-19  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**TYPE OF ADMISSION AND DISCHARGE RATE OF PATIENTS ADMITTED**  
 Fiscal Year 2019

	<u>Admissions</u>	<u>Percent Discharged Within</u>			
		<u>1 Week</u>	<u>2 Weeks</u>	<u>1 Month</u>	<u>3 Months</u>
OVERALL	68	6%	10%	35%	69%
<u>Type of Admission</u>					
First Admisssion	50	6%	8%	36%	70%
Readmission	18	6%	17%	33%	67%

See notes 19, 21 and 22.

TABLE 3-20  
Vermont Agency of Human Services  
Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**CATCHMENT AREA AND LENGTH OF STAY OF PATIENTS IN RESIDENCE AT END OF YEAR**  
Fiscal Year 2019

	<u>Patients at end of Year</u>	<u>Median Length of Stay</u>	<u>Mean Length of Stay</u>
OVERALL	21	2 months	5 months
<u>Catchment Area</u>			
CSAC (Addison)	1	4 days	4 days
NCSS (Northwest)	1	4 days	4 days
HC (Chittenden)	3	1 year, 8 months	1 year, 2 months
LCC (Lamoille)	-	-	-
HCRS (Southeast)	5	3 months	3 months
NKHS (Northeast)	-	-	-
CMC (Orange)	-	-	-
RMHS (Rutland)	4	8 days	2 months
UCS (Bennington)	-	-	-
WCMH (Washington)	7	2 months	5 months

See notes 2 and 23.

TABLE 3-21  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**AGE AND LENGTH OF STAY OF PATIENTS IN RESIDENCE AT END OF YEAR**  
 Fiscal Year 2019

	<u>Patients at end of Year</u>	<u>Median Length of Stay</u>	<u>Mean Length of Stay</u>
OVERALL	21	2 months	5 months
<u>Age</u>			
13 - 19	-	-	-
20 - 34	4	2 months	2 months
35 - 49	13	2 months	6 months
50 - 64	4	3 months	5 months
65+	-	-	-

See notes 4 and 23.

TABLE 3-22  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**GENDER AND LENGTH OF STAY OF PATIENTS IN RESIDENCE AT END OF YEAR**  
 Fiscal Year 2019

	<u>Patients at end of Year</u>	<u>Median Length of Stay</u>	<u>Mean Length of Stay</u>
OVERALL	21	2 months	5 months
<u>Gender</u>			
Male	16	3 months	6 months
Female	5	6 days	1 month
Other/Unknown	-	-	-

See note 23.

TABLE 3-23  
Vermont Agency of Human Services  
Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**DIAGNOSIS AND LENGTH OF STAY OF PATIENTS IN RESIDENCE AT END OF YEAR**  
Fiscal Year 2019

<u>ICD 10</u>	<u>Patients at end of Year</u>	<u>Median Length of Stay</u>	<u>Mean Length of Stay</u>
OVERALL	21	2 months	5 months
<u>Diagnosis</u>			
Physiological Conditions	-	-	-
Psychoactive Substance Use	9	25 days	3 months
Schizophrenia Other Non-Mood Psychotic Disorders	17	3 months	6 months
Mood [Affective] Disorders	4	4 days	5 months
Anxiety and Other Nonpsychotic Mental Disorders	5	2 months	5 months
Behavioral Syndromes	1	2 months	2 months
Disorders of Adult Personality and Behavior	-	-	-
Intellectual Disabilities	-	-	-
Pervasive and Specific Developmental Disorders	-	-	-
Behavioral Emotional Disorders/Child Adolescence	-	-	-
Unspecified Mental Disorder	-	-	-
Deferred	-	-	-

As clients may have many diagnoses reported, diagnostic groups do not represent an unduplicated count of clients served.

See notes 7 and 23.

TABLE 3-24  
 Vermont Agency of Human Services  
 Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**LEGAL STATUS AND LENGTH OF STAY OF PATIENTS IN RESIDENCE AT END OF YEAR**  
 Fiscal Year 2019

	<u>Patients at end of Year</u>	<u>Median Length of Stay</u>	<u>Mean Length of Stay</u>
OVERALL	21	2 months	5 months
<u>Legal Status</u>			
Voluntary	-	-	-
Emergency	13	2 months	3 months
Forensic	6	3 months	8 months
Other	2	9 months	9 months

See notes 20 and 23.

TABLE 3-25  
Vermont Agency of Human Services  
Department of Mental Health

VERMONT PSYCHIATRIC CARE HOSPITAL  
**TYPE OF ADMISSION AND LENGTH OF STAY OF PATIENTS IN RESIDENCE AT END OF YEAR**  
Fiscal Year 2019

	<u>Patients at end of Year</u>	<u>Median Length of Stay</u>	<u>Mean Length of Stay</u>
OVERALL	21	2 months	5 months
<u>Type of Admission</u>			
First Admission	14	3 months	5 months
Readmission	7	2 months	5 months

See notes 21 and 23.





## Part 4: Historical Overview

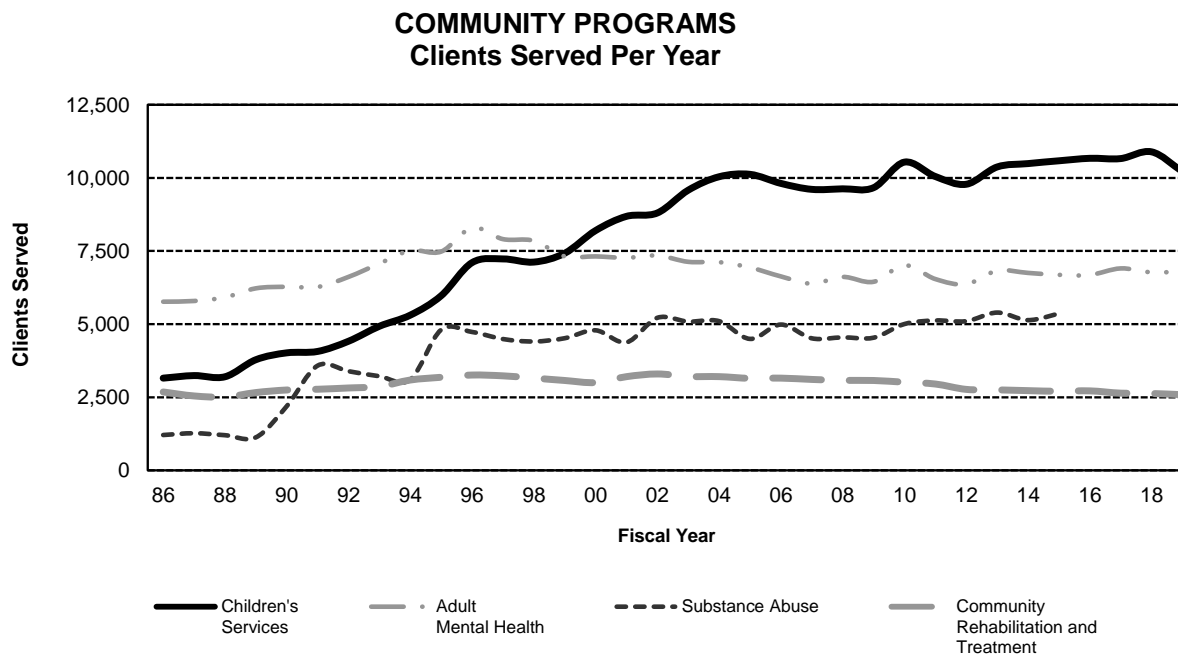




TABLE 4-1  
Vermont Agency of Human Services  
Department of Mental Health

**NUMBER OF CLIENTS SERVED: FY1990 - FY2019**  
by Clients' Primary Program Assignment

<u>Fiscal Year</u>	<u>Children's Services</u>	<u>Adult MH Outpatient</u>	<u>Community Rehabilitation</u>	<u>Substance Abuse</u>	<u>Unassigned</u>	<u>State Hospital</u>
1990	3,965	6,276	2,748	2,193	518	455
1991	4,066	6,271	2,773	3,580	484	407
1992	4,281	6,615	2,817	3,388	416	389
1993	4,703	7,071	2,867	3,219	428	311
1994	5,167	7,516	3,089	3,104	393	333
1995	5,971	7,480	3,183	4,807	437	323
1996	7,103	7,711	3,259	4,430	487	305
1997	7,230	7,907	3,232	4,490	577	294
1998	7,122	7,851	3,155	4,407	734	327
1999	7,424	7,317	3,073	4,518	1,314	246
2000	8,204	7,324	3,003	4,789	1,972	257
2001	8,670	7,189	3,259	4,357	2,136	244
2002	8,967	7,345	3,296	5,217	2,218	254
2003	9,749	7,130	3,210	5,087	2,360	234
2004	10,040	7,120	3,205	5,101	2,396	231
2005	10,122	6,936	3,145	4,495	2,898	218
2006	9,812	6,631	3,154	4,985	2,540	216
2007	9,609	6,384	3,109	4,515	1,887	231
2008	9,627	6,614	3,076	4,548	1,950	255
2009	9,665	6,448	3,073	4,536	2,270	246
2010	10,541	7,015	3,013	5,004	3,459	261
2011	10,048	6,541	2,952	5,125	4,321	254
2012	9,783	6,366	2,769	5,101	5,485	87
2013	10,374	6,826	2,752	5,395	5,668	26
2014	10,490	6,752	2,726	5,137	5,411	36
2015	10,585	6,685	2,704	5,363	5,205	67
2016	10,670	6,681	2,718	-	4,556	73
2017	10,661	6,905	2,640	-	4,267	88
2018	10,892	6,773	2,628	-	4,807	79
2019	10,218	6,794	2,587	-	4,833	87

See notes 1, 2 and 3.

TABLE 4-2  
Vermont Agency of Human Services  
Department of Mental Health

**CHILDREN'S SERVICES PROGRAMS**  
**NUMBER OF CLIENTS SERVED: FY1990 - FY2019**  
by Designated Agency

<u>Fiscal Year</u>	<u>CSAC</u>	<u>NCSS</u>	<u>HC</u>	<u>LCMH</u>	<u>HCRS</u>	<u>NKHS</u>	<u>CMC</u>	<u>RMHS</u>	<u>UCS</u>	<u>WCMH</u>	<u>NFI</u>	<u>Total</u>
1990	736	305	461	146	694	379	258	369	243	326	48	3,965
1991	739	297	470	131	773	455	275	323	252	299	52	4,066
1992	645	353	422	174	837	480	291	379	266	382	52	4,281
1993	680	381	465	207	975	484	256	478	248	473	56	4,703
1994	733	416	496	223	1,077	487	289	616	277	483	70	5,167
1995	805	517	653	166	1,162	681	346	672	297	566	106	5,971
1996	833	545	977	171	1,330	823	490	754	422	609	149	7,103
1997	684	520	1,033	203	1,435	867	525	694	476	570	223	7,230
1998	642	485	1,027	230	1,363	967	543	622	463	525	255	7,122
1999	746	547	1,220	169	1,303	1,005	521	696	514	564	139	7,424
2000	788	756	1,281	209	1,482	976	636	696	572	701	107	8,204
2001	810	788	1,577	188	1,216	964	944	711	565	715	192	8,670
2002	954	853	1,702	219	1,298	1,011	513	709	550	716	442	8,967
2003	859	924	1,621	546	1,573	1,045	583	847	556	767	428	9,749
2004	861	1,126	1,577	546	1,704	1,026	543	933	553	759	412	10,040
2005	870	1,164	1,989	421	1,617	1,054	466	951	456	716	418	10,122
2006	848	1,128	1,891	489	1,470	803	584	1,054	523	693	329	9,812
2007	909	1,161	2,029	430	1,285	806	575	961	563	769	121	9,609
2008	804	1,215	1,977	388	1,375	827	563	936	620	741	181	9,627
2009	691	1,243	1,951	359	1,455	947	542	915	573	764	225	9,665
2011	777	1,243	2,092	426	1,630	961	595	1,013	548	913	343	10,541
2012	805	1,131	1,813	361	1,645	877	611	1,025	464	930	386	10,048
2013	847	1,049	1,639	329	1,672	952	615	1,030	456	897	297	9,783
2014	1,164	1,247	1,573	318	1,695	1,001	592	962	500	956	366	10,374
2014	1,109	1,463	1,480	337	1,640	997	621	915	546	1,023	359	10,490
2015	1,025	1,582	1,662	338	1,484	976	671	918	524	1,033	372	10,585
2017	913	1,743	1,872	296	1,375	821	687	906	449	1,007	601	10,670
2018	930	1,720	1,943	346	1,270	740	614	976	436	1,121	565	10,661
2018	981	1,874	1,981	401	1,216	642	590	982	524	1,085	616	10,892
2019	939	1,475	1,921	402	1,362	503	616	979	489	1,067	465	10,218

See notes 1, 2 and 3.

TABLE 4-3  
Vermont Agency of Human Services  
Department of Mental Health

**ADULT MENTAL HEALTH OUTPATIENT PROGRAMS**  
**NUMBER OF CLIENTS SERVED: FY1990 - FY2019**  
by Designated Agency

<u>Fiscal Year</u>	<u>CSAC</u>	<u>NCSS</u>	<u>HC</u>	<u>LCMH</u>	<u>HCRS</u>	<u>NKHS</u>	<u>CMC</u>	<u>RMHS</u>	<u>UCS</u>	<u>WCMH</u>	<u>PATH</u>	<u>Total</u>
1990	558	774	477	281	1,249	733	340	692	572	600	-	6,276
1991	582	731	526	204	1,318	747	346	732	554	531	-	6,271
1992	586	804	517	231	1,434	777	405	746	596	519	-	6,615
1993	582	793	1,173	259	1,420	692	339	711	511	591	-	7,071
1994	677	874	1,286	263	1,493	704	270	835	486	628	-	7,516
1995	679	879	1,245	175	1,577	776	202	806	530	611	-	7,480
1996	588	807	1,293	216	1,581	785	269	799	635	738	-	7,711
1997	623	818	1,337	288	1,579	667	282	782	778	753	-	7,907
1998	628	710	1,408	326	1,504	622	276	818	804	755	-	7,851
1999	739	679	1,047	281	1,134	752	273	923	681	808	-	7,317
2000	741	940	792	332	1,108	815	270	812	791	723	-	7,324
2001	800	948	700	326	679	813	291	958	878	796	-	7,189
2002	809	953	686	283	718	971	369	888	896	772	-	7,345
2003	782	967	653	308	894	841	477	760	866	582	-	7,130
2004	632	1,019	690	208	962	927	508	694	883	597	-	7,120
2005	569	1,037	723	117	879	997	415	814	763	622	-	6,936
2006	564	1,075	658	123	681	706	560	775	851	638	-	6,631
2007	631	1,090	547	146	694	687	520	642	803	624	-	6,384
2008	587	1,122	471	214	653	824	541	632	857	713	-	6,614
2009	460	1,104	522	242	662	1,000	556	261	840	801	-	6,448
2010	664	1,028	590	227	710	1,032	605	286	860	1,013	-	7,015
2011	687	864	516	32	767	978	640	236	864	957	-	6,541
2012	755	646	489	55	749	1,025	642	247	809	949	-	6,366
2013	907	850	586	165	927	1,035	616	226	691	823	-	6,826
2014	728	805	478	157	938	1,191	612	186	647	1,010	-	6,752
2015	638	817	553	138	954	1,022	617	193	593	1,041	119	6,685
2016	539	759	471	174	995	1,015	575	207	649	1,169	128	6,681
2017	540	798	527	160	914	1,013	541	251	682	1,348	131	6,905
2018	616	834	599	165	862	839	540	299	589	1,284	146	6,773
2019	650	599	604	185	964	938	579	334	555	1,241	145	6,794

See notes 1, 2 and 3.

TABLE 4-4  
Vermont Agency of Human Services  
Department of Mental Health

**COMMUNITY REHABILITATION AND TREATMENT PROGRAMS**  
**NUMBER OF CLIENTS SERVED: FY1990 - FY2019**  
by Designated Agency

<u>Fiscal Year</u>	<u>CSAC</u>	<u>NCSS</u>	<u>HC</u>	<u>LCMH</u>	<u>HCRS</u>	<u>NKHS</u>	<u>CMC</u>	<u>RMHS</u>	<u>UCS</u>	<u>WCMH</u>	<u>PATH</u>	<u>Total</u>
1990	119	168	509	181	358	333	77	277	118	608	-	2,748
1991	110	164	499	139	362	414	81	294	135	575	-	2,773
1992	122	166	519	145	367	419	83	281	168	547	-	2,817
1993	123	164	550	146	341	446	79	268	215	535	-	2,867
1994	132	196	587	141	357	481	84	275	214	622	-	3,089
1995	136	226	617	139	339	492	109	294	232	599	-	3,183
1996	146	210	623	133	402	455	122	316	225	627	-	3,259
1997	149	217	629	129	376	455	120	319	197	641	-	3,232
1998	154	243	635	130	344	434	116	313	190	596	-	3,155
1999	172	233	647	138	395	397	124	317	187	463	-	3,073
2000	170	203	659	146	390	373	116	324	189	433	-	3,003
2001	165	228	669	159	434	417	172	335	202	478	-	3,259
2002	166	244	648	156	428	442	182	349	192	489	-	3,296
2003	166	241	653	147	411	424	178	324	187	479	-	3,210
2004	173	250	671	138	429	411	169	310	192	462	-	3,205
2005	175	225	672	145	412	403	169	308	184	452	-	3,145
2006	174	228	669	143	414	400	187	310	183	446	-	3,154
2007	184	240	660	142	385	376	188	302	189	443	-	3,109
2008	177	232	692	133	382	358	199	291	178	434	-	3,076
2009	187	233	685	138	384	357	192	284	184	429	-	3,073
2010	189	236	677	141	375	319	187	292	165	432	-	3,013
2011	188	230	687	143	387	288	173	282	158	416	-	2,952
2012	187	234	655	140	400	254	169	274	156	300	-	2,769
2013	182	223	657	122	406	228	152	267	156	359	-	2,752
2014	178	229	652	131	389	226	139	265	159	358	-	2,726
2015	170	225	650	125	382	218	125	266	156	337	50	2,704
2016	166	229	620	119	374	238	164	267	153	339	49	2,718
2017	165	227	610	120	382	232	108	268	142	339	47	2,640
2018	153	225	615	132	378	227	100	274	142	335	47	2,628
2019	155	218	575	132	381	220	88	279	142	347	50	2,587

See notes 1, 2 and 3.

# Part 5: Notes





## OVERVIEW

### 1. The Scope of This Report

The Vermont Department of Mental Health (DMH) is responsible for a variety of publicly funded outpatient, inpatient, residential, and support services provided to children and adults who have an emotional disturbance, mental illness, and/or substance abuse disorder. DMH contracts with one designated agency (DA) in each geographic region of the state to be responsible for ensuring needed services are available through local planning, support coordination, and outcomes monitoring within their region. A specialized service agency (SSA) is a separate entity also contracted by DMH that provides community services to a specific population. This report describes clients served and services provided during FY2019 by the Vermont Psychiatric Care Hospital (VPCH), ten designated agencies, and two specialized service agencies for mental health services. Specialized Service Agencies that provide services under contract with the Division of Alcohol and Drug Abuse Program (ADAP) Department of Aging and Independent Living (DAIL) are not included in this report. On intake, most clients are assigned to one of these programs within the agency (primary program assignment) although the services they receive may be provided by more than one program in that agency (program of service).

The Department of Mental Health is responsible for the Vermont Psychiatric Care Hospital (VPCH) and mental health programs at Vermont's designated agencies, including Children's Services Programs, Adult Mental Health Outpatient Programs, Community Rehabilitation and Treatment Programs, and Emergency Services Programs. Many community mental health designated agencies also provide substance abuse services under contract with the State's Division of Alcohol and Drug Abuse Programs (ADAP) in the Department of Health. Data on this latter type of service is no longer contained in this report.

Prior to the arrival of Tropical Storm Irene in August 2011, the Vermont State Hospital had been a state-operated psychiatric hospital located in Waterbury, Vermont. The Vermont State Hospital (VSH) had served Vermont Residents with serious mental illness since the 1890s. In the wake of Tropical Storm Irene, VSH ceased to exist as a center of treatment. During its last years, VSH served patients on both a short-term and a long-term basis. Short-term patients included adults who were experiencing an acute psychotic episode and criminal defendants referred to the hospital for psychiatric evaluation of sanity and/or competency to stand trial. Longer-term patients included those with a chronic mental illness who continued to be too actively psychotic to be integrated into the community and patients whose mental disorders and physical handicaps required a higher or more specialized level of care than is available in the community. Inpatient behavioral health care continues to be provided by five regional hospitals in Vermont and the Brattleboro Retreat; data on clients served by these facilities are not included in this report.

In January 2013, the Department of Mental Health opened Green Mountain Psychiatric Care Center (GMPPC), an interim eight bed psychiatric facility in Morrisville, Vermont, to serve as a center of treatment for short-term psychiatric stays. The State changed the name of this State Hospital to the Vermont Psychiatric Care Hospital (VPCH) in the latter part of FY2014. Construction was completed on a new state psychiatric hospital in Berlin, Vermont in July 2014. In June 2013, Middlesex Therapeutic Community Residence (MTCR) opened with seven beds to serve as a center of treatment for long-term patients who require a more specialized level of care than is available in the community.

Children's Services Programs provide services to children and families who are undergoing emotional or psychological distress or are having problems adjusting to changing life situations. These programs primarily provide outpatient services (clinical, service planning, community supports, crisis and respite services), although several agencies also provide residential services for children and adolescents who have a severe emotional disturbance.

Adult Mental Health Outpatient Programs serve individuals 18 years of age and over who do not have prolonged serious disabilities but who are experiencing emotional, behavioral, or adjustment problems severe enough to warrant professional attention. Services offered include clinical, service planning and community support services and some crisis services.

Community Rehabilitation and Treatment (CRT) Programs serve adults with severe and persistent mental illness. In addition to regular clinical services, CRT Programs provide day treatment services, service planning, community supports, supported employment and a variety of housing services to clients who have a major mental illness.

Emergency Services Programs serve individuals who are experiencing an acute mental health crisis. Emergency services include diagnostic and psychotherapeutic services such as evaluation of the client and the circumstances leading to the crisis, crisis counseling, screening for hospitalization, referral and follow-up. These services are provided on a 24-hour a day, 7-day-per-week basis with both telephone and face-to-face services available as needed.

The Division of Alcohol and Drug Abuse Programs (ADAP) is responsible for providing services to people with alcohol and/or drug abuse problems and their families in a community setting through community mental health centers and other providers.

## **2. Community Provider Agencies**

Community-based services are provided to individuals throughout the state through contracts with nonprofit community provider agencies. The community provider agencies are designated by DMH at differing levels: designated agencies (DAs) and specialized service agencies (SSAs). The agencies and the areas they serve are described below.

### Designated Agencies

DMH funds community mental health services provided by designated agencies (DAs). Each DA serves a specific region or catchment area. Mental health service catchment areas broadly align with counties with the exceptions noted below. Together these mental health areas cover the entire state. Populations for these catchment areas are based on National Census figures obtained from the Vermont Department of Health.

The Counseling Service of Addison County (CSAC) serves all of Addison County except the towns of Granville and Hancock.

Northwestern Counseling and Support Services (NCSS) serves Franklin County and Grand Isle County.

The HowardCenter (HC) serves Chittenden County.

Lamoille County Mental Health Services (LCMH) serves Lamoille County. For Children's Services, Lamoille also serves the towns of Craftsbury, Greensboro, Hardwick, and Stannard from the Northeast Kingdom, and Woodbury from Washington County.

Health Care and Rehabilitation Services of Southeastern Vermont (HCRS) serves all of Windham County and Windsor County except the towns of Bethel, Rochester, Royalton, Sharon and Stockbridge.

Northeast Kingdom Human Services (NKHS) serves Caledonia, Essex and Orleans Counties except the towns of Craftsbury, Greensboro, Hardwick, and Stannard for Children's Services.

The Clara Martin Center (CMC) serves recipients in Orange County (except the towns of Orange, Williamstown, and Washington, which are served by WCMH), the towns of Granville and Hancock in Addison County, and the towns of Bethel, Rochester, Royalton, Sharon and Stockbridge in Windsor County.

Rutland Mental Health Services (RMHS) serves Rutland County.

United Counseling Services (UCS) serves Bennington County.

Washington County Mental Health Services (WCMH) serves Washington County as well as the towns of Orange, Williamstown, and Washington from Orange County, with the exception of Woodbury for Children's Services.

### Specialized Service Agencies

DMH contracts with two SSAs that provides community mental health services to a specific population.

The Northeastern Family Institute (NFI) in Williston provides intensive residential treatment for children and adolescents from all parts of Vermont who are experiencing a severe emotional disturbance.

Pathways serves a statewide population of consumers experiencing homelessness or early crisis, and veterans needing short-term supportive services

## **3. Clients Served**

This report is based on a complete enumeration of clients served by Children's Services Programs, Adult Mental Health Outpatient Programs, Community Rehabilitation and Treatment Programs, Emergency Service Programs, and VPCH. Although clients may receive services from more than one of these community-based programs, each client has a primary program assignment within the agency providing the services. Clients involved in other programs such as

Retired Senior Volunteers Programs (RSVP), Head Start Programs, and Countermeasures Regarding Alcohol Safety on the Highway (CRASH) Programs are included only if they were also served by one of the programs listed above. It should be noted that the clients and services reported for NFI include only those who receive DMH-funded services.

Tables that describe clients categorize them according to their primary program assignment rather than the program(s) by which they were served. Because of this, the numbers of clients served within each community service provider agency and VPCH represent an unduplicated count of individual clients. Clients served by more than one program at a provider agency are counted only once and categorized under their most recent submitted primary program assignment. Individuals who were served by more than one provider agency, however, are counted more than once, as are individuals served by a provider agency and VPCH. Table entries with the symbol "-" indicate either "no data reported" or "not applicable." Due to rounding, table entries with 0% indicate percentages that are less than 0.5%.

Clients who had not been assigned to a specific program as of the end of the fiscal year are reported as "unassigned" in the tables based on primary program assignment.

Tables that describe services provided by programs at community provider agencies categorize clients according to the program by which services were provided. Because of this, clients who received services from more than one program are counted more than once in tables which describe the services provided. Thus, the client totals in the tables that describe services do not equal the client totals in the tables that describe demographics.

It should be kept in mind that many DAs do not register or record mental health services to every individual who might be seen in the course of client treatment. Collaterals, such as parents, children, or spouses of registered clients, for instance, frequently receive services coincident to services to the primary client. Family therapy is especially likely to involve individuals who do not become registered clients so that the number of clients reported would be substantially fewer than the actual total number of individuals seen.

The rates of clients served per 1,000 population in Table 1-2 are presented as a comparable standardized measure of the proportion of the residents of specified geographical regions who are served by specified programs. This utilization rate is computed according to the formula:

$$R = \frac{1,000 C}{P}$$

where R is the rate of clients served per 1,000 population, C is the number of clients served, and P is the age-specific population of the geographic area in question. Children's Services utilization rates are based on the catchment area population of residents under 18 years of age. CRT, Adult Mental Health Outpatient, and VPCH service utilization rates are based on adult population counts. Total population counts are used to calculate utilization rates for unassigned clients. Note that in earlier versions of this report (prior to FY2001) all program utilization rates were based on total population figures. Counts for the catchment area populations were based on National Census figures (July 1, 2018) obtained from the Vermont Department of Health which are adjusted for each fiscal year and catchment area.

### Vermont Population of Service Areas

Provider/Catchment Area		Youth < 18	Adult 18+	Total
Statewide		115,973	510,326	626,186
CSAC	Addison	6,133	30,199	36,219
NCSS	Franklin/Grand Isle	12,227	44,284	56,511
HC	Chittenden	29,165	135,407	164,572
LCMH	Lamoille	6,278	20,166	26,444
HCRS	Southeast	16,176	73,706	89,882
NKHS	Northeast	11,161	51,303	62,464
CMC	Orange	5,810	26,357	32,167
RMHS	Rutland	10,438	48,234	58,672
UCS	Bennington	6,756	28,875	35,631
WCMH	Washington	11,829	51,795	63,624

#### 4. Age

The age of clients was calculated from their date of birth and is current as of December 31, 2018, the midpoint of the period covered by this report.

#### 5. Income

Income is based on clients' or their families' report of gross annual household income. The income reported should include all sources of income including Supplemental Security Income (SSI) benefits, welfare payments, unemployment compensation, alimony and child support payments, in addition to income earned from employment or investment. All income from all members of a residential/economic unit should be included. If a client lives with unrelated others with whom he or she does not pool financial resources, income of the other resident(s) should not be counted toward the client's income.

#### 6. Responsibility for Fee

Responsibility for fee is reported for five categories: Medicaid, Medicare, Other Insurance, State Agency Contract, and Uninsured. Providers can report up to three payers for each client. Therefore, the categories are not mutually exclusive and clients may be counted in more than one category. "Medicaid" includes all clients who are covered by Medicaid, including people on the Medicaid Waiver. "Medicare" includes all clients who are covered by Medicare. "Other Insurance" includes all clients with other third-party insurance excluding Medicaid and Medicare. This category includes private insurance, service contracts, Veterans Administration, Civilian Health and Medical Program of the Uniformed Services (CHAMPUS), and worker's compensation. "State Agency Contracts" includes clients whose services are partly funded by DMH, ADAP, DCF, DAIL, and Vocational Rehabilitation contracts. Finally, the "Uninsured/unknown" category is the residual category for clients who are not reported in any of the other categories noted above.

Medical insurance does not necessarily cover mental health services and, even when these services are covered, the reimbursement may be substantially less than the cost of the services. Because of this, insured clients should be considered partly self-paying clients as well.

Information on responsibility for fee presented here is current as of the end of the report period (June 30, 2019). Since insurance coverage is subject to change, the insurance coverage reported here may not have been in effect for the entire year of the report. The insurance coverage data currently available in the VPCH EHR is considered billing data and not patient coverage data. This data was used starting in the FY17 Statistical Report.

## 7. Diagnosis

On October 1, 2015, the National Center for Health Statistics (NCHS) implemented the International Statistical Classification of Diseases and Related Health Problems, 10th revision (ICD-10) to replace the earlier version of this classification referred to as ICD-9. New diagnostic categories included in this report are based on the American Psychiatric Association's *Diagnostic and Statistical Manual of Mental Disorders*, Fifth Edition (DSM-V). Specific diagnoses have been grouped into diagnostic categories according to the following specifications:

ICD-10 Diagnosis:

Mental disorders due to known physiological conditions F01-F09

Mental and behavioral disorders due to psychoactive substance use F10-F19

Schizophrenia, schizotypal, delusional, and other non-mood psychotic disorders F20-F29

Mood [affective] disorders F30-F39

Anxiety, dissociative, stress-related, somatoform and other nonpsychotic mental disorders F40-F48

Behavioral syndromes associated with physiological disturbances and physical factors F50-F59

Disorders of adult personality and behavior F60-F69

Intellectual Disabilities F70-F79

Pervasive and specific developmental disorders F80-F89

Behavioral and emotional disorders with onset usually occurring in childhood and adolescence F90-F98

Unspecified mental disorder F99

## 8. Problems

Part of the intake process for each client is a problem checklist. The problem areas are not mutually exclusive, as an individual may have more than one type of problem. Since this assessment is conducted only at intake, the problems may not be current for long-term clients. Problems apparent at intake may have been resolved and/or new problems may have arisen. Also, clients admitted prior to FY2002 were not assessed with reference to Mood, Criminal, Victim and Runaway. This information is not collected for clients treated at VPCH.

## 9. Length of Stay

Information on clients' length of stay is based on admission dates reported by community provider agencies and VPCH. These dates represent the most recent admission for the clients, not the date of their first admission. For this reason, these figures may substantially understate the total length of time clients had been in treatment.

Community provider agencies vary in their standard operating procedures with regard to discharging and readmitting clients. Some agencies routinely discharge clients after specified periods of inactivity. Other programs rarely discharge long-term clients with severe and persistent disorders.

## TYPES OF SERVICE

### 10. Clinical Interventions

#### Individual, Family and Group Therapy

Individual, Family and Group Therapy refers to all psychotherapeutic and substance abuse services. Individual Therapy is a method of treatment that uses the interaction between a therapist and the individual to facilitate emotional or psychological change, to alleviate distress, and change substance use. Family Therapy is a method of treatment that uses the interaction between a therapist and the individual together with family members to facilitate emotional or psychological change and to alleviate distress. Group Therapy is a method of treatment that uses the interaction between a therapist and the individual together with peers to facilitate emotional or psychological change and to alleviate distress.

Psychotherapeutic services described in this report refer to services received by clients. A group therapy session in which one clinician meets with five clients, for instance, is counted as five services. Individual therapy sessions involving couples or families may involve multiple services as well. Individual and family therapy sessions tend to last about one hour. Individual, family and group therapy services are reported for nonresidential programs only.

#### Medication and Medical Support and Consultation Services

Medication and Medical Support and Consultation Services include evaluating the need for, prescribing and monitoring medication, and providing medical observation, support and consultation for an individual's health care. These services include evaluation of the need for psychoactive medication, the prescription by a qualified clinician, therapist, psychiatrist or nurse practitioner of psychoactive drugs intended to mitigate or prevent symptoms of mental illness and the monitoring and assessment of patient reaction to prescribed drugs. Medication and Medical Support and Consultation Services are reported for nonresidential programs only.

#### Clinical Assessment

Clinical Assessment refers to psychiatric, psychological, psychosocial, substance abuse, and/or developmental assessment sessions and the preparation of individualized plans, including the administration and interpretation of psychometric tests and the preparation of reports. Clinical Assessment services are reported for outpatient programs only when they are recorded as a separate service.

### 11. Day Services

The Day Services reported in this book include community-based Day Services and Partial Hospitalization. Note that Children's Services do not provide day services.

Day Services are group recovery activities in a milieu that promotes wellness, empowerment, a sense of community, personal responsibility, self-esteem and hope. These activities are consumer-centered. This service provides socialization, daily skills development and crisis support, and promotes self-advocacy. The primary providers of Day Services are Community Rehabilitation and Treatment Programs and Substance Abuse Programs.

Partial Hospitalization is an intensive (4-16 hours/day), time-limited (maximum 21 days) service provided as an alternative to inpatient care to prevent or shorten psychiatric hospitalization and promote recovery. Partial Hospitalization services are provided to individuals who would otherwise meet inpatient criteria, and medical personnel (nurse, physician) are accessible to provide services during hours of operation. Treatment modalities include diagnosis and evaluation; service planning and coordination; community supports; individual, group and family therapy; medication services and psycho-educational skill development for managing symptoms.

### 12. Service Planning and Coordination

Service Planning and Coordination falls under the broad category of Case Management. Service Planning and Coordination assists individuals and their families in planning, developing, choosing, gaining access to, coordinating and monitoring the provision of needed services and supports for a specific individual. Services and supports that are planned and coordinated may be formal (provided by the human services system) or informal (available through the

strengths and resources of the family or community). Services and supports include discharge planning, advocacy, and monitoring the well-being of individuals (and their families) and supporting them to make their own decisions.

### **13. Community Supports**

Community Supports fall under the broad category of Case Management. Community Supports include specific, individualized and goal-oriented supports, which assist individuals (and families) in developing the skills and social supports necessary to promote recovery. These supports may include assistance in daily living, supportive counseling, support to participate in community activities, collateral contacts, and building and sustaining healthy personal, family and community relationships. All of these activities may also be provided in a group setting. Community supports may further include family education, consultation and training services that provide family members, significant others, home providers and foster families with the knowledge, skills, and understanding necessary to promote positive change.

### **14. Employment Services**

Employment Services assist transition-age youth and adults in setting and achieving career and work goals. These services have four components. Employment assessment involves evaluation of the individual's work skills, identification of the individual's preferences and interests, and the development of personal work goals. Employer and job development helps clients gain employment by developing and supporting employers. Activities for employer development include identification, creation or enhancement of job opportunities, education, consulting, and assisting co-workers and managers in supporting and interacting with individuals. Job training assists an individual to begin work, learn the job, and gain social inclusion at work. Ongoing support to maintain employment involves activities needed to sustain paid work by the individual. These supports and services may be given both on and off the job site, and may involve long-term and/or intermittent follow-up.

Table 1-14 reports provision of these services by program of service. A further breakdown by community provider for Community Rehabilitation and Treatment Programs, the primary provider of these services, is given in Table 2C-9.

### **15. Crisis Services**

Crisis Services are time-limited, intensive supports provided for individuals and families who are currently experiencing, or may be expected to experience, a psychological, behavioral, or emotional crisis. Services may also be provided to the individual's or family's immediate support system. These services are available 24 hours a day, 7 days a week. Crisis Services consist of two component parts: (1) Emergency/Crisis Assessment, Support and Referral, and (2) Emergency Beds.

#### Emergency/Crisis Assessment, Support and Referral

Emergency/Crisis Assessment, Support and Referral is a nonresidential service which includes initial information gathering, triage, training and early intervention, supportive counseling, consultation, referral and crisis planning. In addition, supports include: outreach and stabilization, clinical diagnosis and evaluation, treatment and direct support, and integration/discharge planning back to the person's home or alternative setting. Assessment may also include screening for inpatient psychiatric admission.

#### Emergency/Crisis Beds

Emergency Beds offer emergency, short-term, 24-hour residential supports in a setting other than the person's home. Table 1-15b reports provision of these services by program of service. A further breakdown by community provider for Community Rehabilitation and Treatment Programs is given in Table 2C-10b.

### **16. Housing and Home Supports**

Housing and Home Supports provide services, supports and supervision to individuals in and around their residences up to 24 hours a day.

Residential services (by the day) are provided in a variety of settings. Staffed Living services are residential living arrangements for one or two people, staffed full-time by providers. Group Treatment/Living services are group living arrangements for three or more people. Licensed Home Providers/Foster Families are individualized shared-living arrangements for children, offered within Home Providers/Foster Families homes that are licensed. Unlicensed Home Providers/Foster Families are individualized shared-living arrangements for children and adults, offered within Home Providers/Foster Families homes. Both licensed and unlicensed home providers/foster families are contracted workers and are not considered staff in their role as contracted provider. All of the above services consist of residential days. Residential services in these settings frequently include planning and coordination together with other therapeutic, educational and supportive services as part of the overall residential service package.

Supervised/Assisted Living services (by the hour) are regularly scheduled or intermittent supports provided to an individual who lives in his or her home or that of a family member. These services are not provided by Children's Services Programs.

Residential facilities in the community for community mental health clients but not funded by the Department of Mental Health are not included in this report. These facilities include community care homes, nursing homes, boarding houses, and a number of other residential settings. Residential substance abuse treatment provided by designated agencies is also excluded from this report.

Institutional services are days in residence at VPCH. The day on which patients were admitted to this institution is included, while the day patients were discharged is excluded for purposes of determining length of stay. Residential services provided at the Brattleboro Retreat are not included in this report.

## **17. Respite Services**

Respite services assist family members to help support specific individuals with disabilities. Respite services (by the hour or by the day/overnight) are provided on a short-term basis because of the absence, or need for relief, of those persons normally providing care to individuals who cannot be left unsupervised. Respite services are provided by Children's Services. Respite service data may be incomplete as arrangements and reporting vary from agency to agency.

## **18. Condition on Termination**

Clinical staff are asked to rate as "improved," "unchanged," or "worse" the condition of each client whose case is closed. These ratings represent the professional opinion of the clinicians. Condition on termination is not reported by VPCH.

Discharge rates reported for designated agency clients may underestimate the actual rates. This occurs because it was not possible to identify clients who were discharged during a quarter in which they received services and their condition on termination had not yet been rated.

Clients who died while they were on the rolls of the community program or institutions are counted as discharged clients and are included in the discharge rate.

# **VERMONT PSYCHIATRIC CARE HOSPITAL**

## **19. Admissions and Discharges**

Admissions to and discharges from the Vermont Psychiatric Care Hospital (VPCH) include both first admissions and readmissions. Individuals with more than one admission or discharge during the year have been counted more than once in these totals.

For purposes of calculating total patient days and overall daily census, the day of admission and each day each patient remains in the hospital is counted as a full day in residence, while the day each patient is discharged is not counted as a day in residence.



## 20. Legal Status

Patients are admitted to the Vermont Psychiatric Care Hospital (VPCH) in one of several legal statuses. These have been grouped into four categories for purposes of this report: voluntary, emergency, forensic, and other. Emergency, forensic, and other admissions are all involuntary admissions to VPCH.

Voluntary admissions include conditional voluntary admissions and regular voluntary admissions. In order to qualify as a conditional voluntary admission, the patient must have enough insight and capacity to make a responsible application and that they consent to admission voluntarily, without any coercion or duress. Voluntary admission status may be terminated by the patient or facility director at any time. VPCH is an involuntary treatment facility; however, the category for voluntary admission is preserved for any exceptions.

Emergency admissions include admissions for emergency examination and admissions under a warrant for emergency examination. Admissions for emergency examination occur upon written application by an interested party accompanied by a certificate signed by a licensed physician who is not the applicant. The application sets forth the facts and circumstances which constitute the need for an emergency examination and which show that the person is in need of treatment. After being examined by a psychiatrist and found to be in need of hospitalization, the application for involuntary treatment is filed with the Vermont Superior Court Family Division. A hearing date is then set. Patients are sometimes discharged or prior to the hearing date.

Admissions under a warrant for emergency examination occur in emergency circumstances in which a certification by a physician is not available without serious and unreasonable delay and when personal observation of the conduct of a person constitutes reasonable grounds to believe that the person is in need of treatment and that he or she presents an immediate risk of serious injury to self or others. A law enforcement officer or mental health professional may make an application, not accompanied by a physician's certificate, to any superior court judge for a warrant for an emergency examination. If the judge is satisfied that a physician's certificate is not available without serious and unreasonable delay and that probable cause exists to believe that the person is in need of an emergency examination, the judge may order the person to submit to an immediate examination. Upon admission, the person shall be assessed and certified as a person in need of treatment. If not certified, the person must be discharged immediately.

Forensic admissions include admissions of persons who have been ordered by the Vermont Superior Court Criminal Division to undergo an inpatient competency and/or sanity evaluation in connection with a criminal charge. Before a person who has been ordered to undergo such an evaluation can actually be admitted, a psychiatrist must assess the person and determine that he or she is a person in need of treatment. An outside forensic psychiatrist examines and evaluates the person to determine if he or she is competent to stand trial for the alleged offense or was insane at the time of the alleged offense was committed. These orders vary in length, and often range from 15 to 60 days. Once the evaluation has been completed and a report is received by the court, a hearing date is set to consider the issue of competency and/or sanity. If the person is found not competent and/or insane, the court will schedule a separate hearing to consider whether inpatient treatment is necessary. If the court concludes that the person is in need of inpatient treatment, a 90-day hospitalization order shall be issued.

Depending on the circumstances, some patients hospitalized through the criminal court have to be returned to court before being released to the community. Written notice of discharge may also be required. Initial court orders of hospitalization, whether through the family or criminal court, are for 90-days. If the patient is not clinically ready for discharge prior to the expiration of that period, the Commissioner may file an application for continued treatment (ACT) seeking continued hospitalization for up to one year.

A less common type of admission occurs when a person's order of non-hospitalization (ONH) is revoked by the Vermont Superior Court Family Division. A revocation of an order of non-hospitalization occurs when a judge revokes an order because the person failed to comply with the conditions of the order. Once an ONH has been revoked, the person may be hospitalized for a period up to the expiration date of the ONH.

Another type of admission may occur when a patient who has already been involuntarily hospitalized and is receiving treatment in another facility (in or out-of-state) is transferred to the hospital pursuant to the interstate or intrastate compacts.

## **21. Type of Admission**

Patients reported as first admissions to the Vermont Psychiatric Care Hospital (VPCH) have had no previous admissions to that institution. Patients reported as readmissions have previously been admitted to the hospital, although those admissions may not have occurred during the report period. The reader should keep in mind that the length of stay of first admissions includes all of the time these patients have spent at VPCH while the length of stay of readmissions includes only the current admission, which may be only a fraction of their total time in the hospital.

## **22. Discharge Rate**

The discharge rate for clients admitted to the Vermont Psychiatric Care Hospital (VPCH) during FY2019 (Tables 3-14 through 3-19) is based on the number of days between each patient's admission to the hospital and his or her discharge. Patients discharged six or fewer days after their admission are reported as discharged within 1 week, patients discharged 13 or fewer days after their admission are counted as discharged within 2 weeks, etc. It should be kept in mind that these discharge rates are cumulative, not mutually exclusive. Patients counted as being discharged within one week of their admission are also counted as being discharged within two weeks of their admission, etc.

## **23. Length of Stay**

Two measures of the length of stay of patients in residence at the Vermont Psychiatric Care Hospital (VPCH) at the end of the fiscal year are presented in Tables 3-20 through 3-25. The arithmetic mean is derived by adding the length of time between each patient's most recent admission and the last day of the fiscal year (June 30, 2019) and dividing the grand total by the number of patients in residence at the end of the year. The median length of stay is the time between the most recent admission and the end of the year for the patient who had been at the hospital as long as half of the patients in residence. The median is the fiftieth percentile.

At any given time, many patients will have been in the hospital relatively short periods of time while a few patients will have been in the hospital for very long periods of time. Because of this, the distribution of lengths of stay is skewed to the right. In this situation the mean is always greater than the median. The arithmetic mean presents a more accurate picture of the total utilization of VPCH by all patients in the various categories reported, while the median presents a more accurate picture of the length of stay of individuals in the categories.

