

UNITED COUNSELING SERVICE



BUILDING A STRONGER COMMUNITY

60TH ANNIVERSARY | 1958-2018

# Annual Report 2017-2018

Connecting with our communities since 1958



As **United Counseling Service** celebrates our 60th anniversary, we are honored to share stories highlighting connections that have transformed lives in the community.



Dear Friends of UCS:

It is a great honor to serve on the Board of Directors of United Counseling Service. Although board members are not involved in day-to-day operations, we all feel a great connection to the excellent work the staff provides for the residents of Bennington County.

In recent years, the leadership and staff of UCS have made a tremendous effort to expand our presence in the community, with the primary goal of educating the public and dispelling the stigma surrounding mental illness. Our team has made great progress, generating increased media coverage and producing a wide array of public events. We believe that our outreach campaign, while still a work in progress, is off to a great start. Few families—whether here in Bennington County or across the country—are untouched by the issues UCS deals with daily.

As we look forward to the coming year, we will continue to provide excellent care for those in need. Of course, we cannot accomplish this alone—we are counting on the continued support of the community at large, which is crucial to the success of our mission.

—*Robert W. Thompson, President of the Board*



Dear Friends,

What an incredible year! I am proud to share that we celebrated our 60th year of providing services to the community and making crucial connections. United Counseling Services staff served individuals and families at home, in school, at the hospital and throughout the community, supporting nearly 3,000 individuals across

Bennington County. They are what makes UCS a great place to work and a great place to get care.

**Connection is the driving force behind everything we do.** As you will see in the coming pages, we firmly believe in the power of connection with those we serve every day, the community partners who help us along the way, and the passionate people who live and breathe our shared mission. I am excited for you to meet some inspiring members of the UCS family who represent our work in action.

It's an honor to do this work, and—now more than ever—we know we need to stick together, learn together and drive the mission forward. As you read these pages, please **consider how you can help your neighbors and community**—by attending one of our UCS Presents events, subscribing to our monthly newsletter, following us on social media, or giving during our annual appeal.

As always, we appreciate your support and look forward to serving our community in the coming year.

—*Lorna Mattern, Executive Director*



## OUR MISSION

Building a stronger community by empowering individuals and families to live healthy and meaningful lives.

## Board of Directors

Robert Thompson, *President*  
Roberta Lynch Carroll, *Vice President*  
Nathaniel Marcoux, *Treasurer*  
William Baldwin, *Secretary*  
Joseph J. O'Dea, *Counsel to the Board*  
David Ballou  
Charles Letourneau  
Joanna Mintzer  
Lee Romano  
Forest Weyen



**UCS Board:** Dave Ballou, Nathaniel Marcoux, Robert Thompson, Joseph O'Dea, Forest Weyen, Lee Romano, William Baldwin, Charles Letourneau, Joanna Mintzer. **Not pictured:** Roberta Lynch Carroll

## Senior Leadership Team

Lorna Mattern, *Executive Director*  
Leslie Addison, *Human Resources*  
Dawn Danner, *Developmental Services*  
Paul DiIonno, *Outpatient and Substance Abuse*  
Jill Doyle, *Finance*  
Amy Fela, *Operations*  
Heidi French, *Community Relations and Development*  
John "JD" Hebert, *Facilities and Safety*  
Julie Pagliccia, *Youth and Family Services, Northshire Services*  
Allah Rakha Sheikh, *Information Technology*  
Betsy Rathbun-Gunn, *Early Childhood Services*  
Alya Reeve, MD, *Medical Director*  
Christopher Sargood, *Executive Assistant*



**UCS Leadership Team:** Lorna Mattern, Amy Fela, Christopher Sargood, Heidi French, Jill Doyle, Betsy Rathbun-Gunn, Alya Reeve, Leslie Addison, Julie Pagliccia, Paul Dilonno, John "JD" Hebert  
**Not Pictured:** Dawn Danner, Allah Rakha Sheikh



This year, United Counseling Service achieved certification as a Vermont Care Partners Center of Excellence.

Vermont Care Partners provide statewide leadership for an integrated high-quality system of comprehensive services and support across its 16 designated and special-services network agencies. UCS is one of the first two VCP network agencies to achieve this award, demonstrating success in five key elements:

- **Easy Access**
- **Comprehensive Care**
- **Excellent Outcomes**
- **World-class Customer Service**
- **Excellent Value**

What does this mean for our service area? It means UCS is committed to being a great place to work and a great place to get care. Our providers, caregivers, support staff and volunteers provide rapid access, high value, comprehensive, whole-person care that supports resiliency and recovery. We are truly building a stronger community.

*"By achieving this certification, United Counseling Service of Bennington County stands out as an excellent place to obtain high quality care from a dedicated staff. Your agency is an important part of the health neighborhood that successfully promotes resilience and recovery. As a result, the people you are charged to support achieve excellent outcomes and report high satisfaction."*

—Vermont Care Partners

## UCS PROGRAMS

*More details about UCS programs and services can be found on our website, [ucsvt.org](http://ucsvt.org).*

### **Bennington County Head Start and Early Head Start (United Childrens' Services)**

BCHS and EHS provide a variety of community and center-based learning programs for children and their families, to help children grow intellectually, socially, and emotionally.

### **Community Rehabilitation and Treatment (CRT)**

UCS provides quality, comprehensive rehabilitation services to adults with long-term mental illness, with a goal of individual empowerment. This is accomplished through case management, treatment, education, vocational counseling, and support in an environment of hope and optimism.

### **Developmental Services (DS)**

Our Developmental Services Division delivers quality innovative community programs for adults with intellectual and developmental disabilities throughout Bennington County. Supports and services are individualized based on a person's needs, hopes and dreams.

Our approach is person-centered so that people with disabilities are happy and productive members of their community.



### **Emergency Services**

UCS Emergency Services provides immediate assistance to individuals in crisis 24 hours a day. A clinician responds to all requests and helps arrange more intense levels of care as needed, such as hospital or short-term crisis bed.

### **Mental Health and Substance Abuse**

As Bennington's Designated Agency and Preferred Provider we offer outpatient individual and group therapy, case management, and information and referrals for adults, children and families.

### **Psychiatric Services**

The Psychiatric Medical Team (PMT) provides support and oversight for clinical management of psychiatric medical conditions for UCS clients. As members of the PMT, psychiatrists and nurse practitioners provide comprehensive evaluation, medication management, clinical support, education, and supervision. They consult with medical personnel in the community by direct patient consultation or case review. Nursing staff oversee medication administration, education, and clinical consultation.

### **Youth and Family Services (YFS)**

Youth and Family Services provides a trauma-informed system of care for children, youth and families to build positive family dynamics, personal self-esteem, and vital social skills through an extensive array of home and community-based services for children and adolescents. YFS offers support and safe community environments that promote growth, development, physical and mental health, and foster positive relationships.

**Thank you for being a part of our first 60 years!**

## TeleHealth at UCS promotes continuity of care

Telemedicine is the delivery of healthcare services, including diagnosis, consultation, or treatment, using live interactive audio and video over a secure connection that complies with HIPAA requirements.

Telemedicine improves patient access and enables clinicians to expand their reach beyond their own offices. UCS offers this service twice weekly in our Bennington and Manchester offices with Dr. Catherine Hickey, a longtime provider who moved across the country earlier this year. Thanks to TeleHealth, Dr. Hickey can continue working with her UCS clients from her office in Washington State, providing a continuation of the care her clients have come to rely on, with the peace of mind that comes from knowing they can keep working with Dr. Hickey despite the geographic distance.

UCS has a designated office for the TeleHealth sessions in two locations, with a computer connecting the Vermont offices with Dr. Hickey. Clients are brought into the private space, and have their session with Dr. Hickey much as they did when she was in Vermont.

By providing TeleHealth services, UCS improves access to quality mental-health care and fosters ongoing provider-client relationships.

“Several clients have remarked that ‘It’s almost like being in the room with you.’ I am very happy to continue serving my patients and to continue supporting my colleagues in the psychiatric medical team.”

— Dr. Catherine Hickey



100% of clients who received services through TeleHealth reported satisfaction with the service.



## EASY ACCESS

As a Center of Excellence, UCS provides the right care at the right time, in the right setting and with the right provider. With 16 facilities located throughout Bennington County, we provide an array of counseling, early care and education, and support services to children, adults, families and seniors.



UCS staff member Tracy Moyer sets up a secure TeleHealth session with Dr. Hickey.

## VERMONT Blueprint for Health

Vermont Blueprint for Health is a nationally recognized initiative that designs community-led strategies for improving health and well-being. UCS currently provides co-located services in 14 primary care offices throughout Bennington County. We provide 220 clinical hours per month within physicians’ offices and collaborate with a Blueprint coordinator to provide successful integrations into these medical homes. Blueprint interventions have been shown to reduce growth in health-care costs while maintaining or improving health outcomes.

*“The Blueprint clinician offers Battenkill Valley Health Center (BVHC) patients on-site counseling for mental health and substance use disorders in a discreet and convenient setting. The ability to access these services in a primary care office allows for better coordination of care between primary care and mental health, in addition to reducing the stigma associated with seeking care at a dedicated behavioral health facility. When behavioral health issues are addressed, patients are better able to engage in their health care as a whole, facilitating the work of the primary care team. Integrating behavioral health into primary care is central to BVHC’s vision of a true patient-centered medical home, and the Blueprint provides an essential piece of this.”*

—Anje Van Berckelaer, MD, MS  
Battenkill Valley Health Center

## School Based Clinicians promote mental wellness for all students

UCS School Based Clinician services and Behavior Interventionist services are contracted through local schools throughout Bennington County. The program helps enable schools to promote mental wellness for all students; identify and address problems before they escalate or become chronic; and provide increasingly intensive, data-driven services for individual students as needed.

Access to mental health service and supports in schools is vital to improving academic performance and problem-solving skills. School-based clinicians support social-emotional learning, mental wellness, resilience and positive connections between students and adults that are essential to creating a school culture in which students feel safe and empowered. Additionally, school-based clinicians provide supports during or after a crisis that facilitates a return to normalcy and can help to identify and work with students with more intense or ongoing needs.

UCS School Based Clinician Cristina Maddocks observes, “I see a great benefit to school-based services, particularly to alleviate the hardship it is for some families to transport their child to a community-based setting outside of the school for therapy services. Being in the school allows for a more collaborative relationship between clinicians and school providers as well as greater insight into the child’s strengths and needs within their school setting. I have been able to develop great therapeutic relationships with clients...since I am right there in the school and can say “hello” as they are walking to the lunchroom or offer impromptu support during moments of dysregulation. I am very happy to be part of the school-based team for UCS and look forward to the upcoming year!”

We have clinicians and behavior interventionists located in nine schools throughout Bennington County.



Participating in events like Manchester’s annual Tractor Parade enables our mentees to more fully engage with their community.



20% of youth ages 13–18 live with a mental health condition.



37% of students with a mental health condition age 14 and older drop out of school—the highest dropout rate of any disability group.

### Mentoring

Youth mentoring has proven to improve performance in school and reduce the likelihood of drug or alcohol experimentation. Higher grades, lower chances of substance abuse and an increase in self-esteem are just some of the rewards in this meaningful program.

**93%** of Littles said having adults who care and look out for them is very important to **helping them achieve their goals.\***

**90%** agreed their Big made them **feel better about themselves.\***

\*Source: Big Brothers Big Sisters of America

## UCS programs at Battelle House provide immediate and ongoing support

UCS has two programs based at Battelle House that help individuals in crises: Emergency Services (ES) and Crisis Stabilization Services (CSS).

ES provides immediate response while CSS includes post-emergency support and short-term residential crisis stabilization services. ES clinicians respond to crisis calls 24/7. Individuals, emergency room personnel and police often call UCS regarding a mental health crisis. Crisis clinicians meet with the person in crisis to identify what supports or services they need. Sometimes people just need a supportive person to talk to. At other times, more intensive intervention is necessary to keep the individual safe.

Battelle House offers an opportunity for someone in a mental health crisis to spend some time in a stable and safe environment where staff can help build their recovery. Battelle House staff employ principles of cognitive therapy to help clients who are actively seeking to improve function and build new skills. All staff encourage residents to participate in individual and group activities, prepare meals collaboratively, and engage in social interactions.

One of the goals of Battelle House is to reduce hospitalization and to keep people in their community while they receive the help they need. Flexible lengths of stay empower participants to meet their own goals.

**1K**

UCS provided over 1,000 face-to-face emergency assessments in the emergency room and community in 2017-18.



## COMPREHENSIVE CARE

As a Center of Excellence, UCS provides a broad spectrum of mental health, substance use, co-occurring disorder, and developmental services that are integrated and coordinated with medical care and other related services.



**“I feel safe and welcome at Battelle.”**  
—Client at Battelle House

**91%**

People served in our crisis beds reported 91% satisfaction in measures of caring, respect, and empathy.

## Individualized Developmental Services care helps reduce ER visits

In 2017–18, a total of **85** Developmental Services staff assisted **272** individuals in a wide variety of ways, including case management, housing (including shared living or group home), respite and clinical services. Staff support consumers as they learn improved social skills, discover activities that enhance their lives and gain meaningful employment.

Over the past year, Developmental Services staff, who are committed to fostering independence, worked with consumers to understand and address non-emergency health issues using UCS services, instead of automatically requesting a trip to the emergency room. As a result, ER visits nearly halved as consumers learned how to better access DS supports.

**47%**  
decrease in  
ER visits

## Career Exploration Opportunity Program

Trying to figure out what career you want in life when you are a teenager is no small task—most teenagers don't have the opportunity to learn in-depth about different careers. Looking for a way to give teens a chance to explore different jobs, UCS Youth and Family Services Program Manager Yolanda Palmer created a Career Exploration Opportunity Program (CEO) targeting at-risk youth. Teens in the program have not graduated high school; have dropped out of high school but are working towards their GED; or are pursuing an alternative education program. The CEO program is designed to help put participants on track for college, entrepreneurship, and careers.

The program's initial year was funded by a Vermont Department of Labor Summer Employment Opportunity grant. In this first year, four students enrolled in the program, meeting three times a week with community business leaders, who made presentations about their industries and provided hands-on learning opportunities.

Students explored career pathways as varied as managing a clothing business; running a garden; operating a food bank; owning a restaurant; and learning the basics of running a small company. They spent time creating original t-shirt designs, and partnered with Bennington Sport and Graphics to screen-print a batch. Jayne Outwater, owner of Knapps in Bennington, allowed the students to sell their finished products at the store. They also worked with UCS Communications and Development Specialist Sam Kenyon to design a promotional flyer to help market their shirts.

The CEO program inspired all four participants to keep pursuing their ambitions. Of this first group, two have decided to continue their education, one student received a job offer, and another is applying for their dream job.

Among the businesses and professionals who gave of their energy, expertise and funding are the Vermont Department of Labor, The Tutorial Center, Pangea, Maurices, Greater Bennington Interfaith Community Food Bank, Hiland Hall

Garden, Bennington Sports and Graphics, and Knapps. These community partners are among the many that are integral to the success of UCS programs.



Students show off their finished work



Learning to silk-screen

“The Career Exploration Opportunity Program has given youth the chance to learn how their talents and passions fit into the workforce. The staff have challenged and encouraged them to grow and move forward into career pathways they would ordinarily be unable to try without prior experience or education. This opportunity has meant instilling confidence, connections, and the kind of exposure that leads to a fulfilling career and future.”  
—Yolanda Palmer, YFS Program Manager



## Camp Be a Kid

Earning its name from a five-year-old camper, Camp Be a Kid is an opportunity for young people receiving services from the UCS Youth and Family Services Division to work through their behavioral challenges in a structured and positive environment, all while having fun.

Camp Be a Kid accepts youth who are frequently denied access to more traditional camps because of behavior problems related to trauma, autism, or attachment and other disorders; Camp Be a Kid embraces these children and fosters their growth throughout the summer.

Camp Be a Kid runs three days a week in July and August. This year, **42** campers attended.

## The Gathering Place

The Gathering Place at Camp Ondawa offers individuals with intellectual disabilities a camping experience that's close to home, with people that they know and trust. For many, this is their first experience of being in nature and discovering rustic living—cooking outside, singing by a campfire, looking at the stars instead of TV, and being part of a team.

People receiving support from Developmental Services (DS) have faced challenges throughout their lives. At The Gathering Place, the biggest challenges are making sure sunscreen and insect repellent are applied—having fun is the primary goal. The differences disappear amid the camaraderie and smiles.

Staff is on hand to support the campers and ensure their safety and well-being while cultivating their development. Participants are welcome to stay overnight if they are willing and it is safe for them to do so.

Everyone deserves the chance to relax and be themselves, and The Gathering Place provides that opportunity. This year, **75** adults in our DS program attended.



## Mentoring: meaningful connections abound



Sue and her Little Sister explore the outdoors.

“I am so grateful that I was convinced to join the Advisory Board of the Big Brothers Big Sisters of Bennington County (BBBS) in 2010. I have participated in at least six Bowl for Kids’ Sake fundraising events, served as a BBBS coordinator for nearly four years, and now I am a mentor. I find it to be one of the most meaningful experiences in my career and life at UCS. I probably wouldn’t have become a mentor if it wasn’t for this association. I have also worked for UCS for over 30 years. The reason I keep working here is that it offers diversity of employment, a great team approach, and access to so many programs that enhance a person’s life.”

—Sue Pierce, Northshire UCS



Jasmine and Sofia

“I like my home. I love learning how to cook and I like going places. I like my job and spending time with my friends at the program too. I have been able to meet a lot of new people.” —*Jasmine*

### Jasmine: Success through Shared Living

When Jasmine gave birth to a baby girl in 2014, her parents decided that Jasmine’s developmental disability and lack of parenting knowledge rendered her unfit to be a full-time parent. Jasmine already had a tumultuous relationship with her parents, which strained to breaking when her mother was granted custody of Sofia. Jasmine desperately longed to be the sole provider and caregiver for her daughter and made it clear to her UCS Developmental Services support workers that her primary goal was to regain custody.

Jasmine’s team at UCS encouraged her to join the Developmental Services Shared Living Program, recognizing that this program could help her gain the necessary skills to properly care for her daughter, with the assistance of a home provider. In April 2016, Jasmine moved in with Rachel and began taking parenting classes. Vermont Legal Aid was enlisted to help Jasmine in her custody pursuit. Jasmine, with the help of her support team, was able to arrange weekly visits with her daughter while she sought full legal custody.

Jasmine’s decision to join Shared Living changed her life. She moved out of her unstable parental home into a caring, emotionally stable environment with shared living provider Rachel, who has been a home provider for more than 15 years. Not long after moving in with Rachel, Jasmine realized she finally had all the tools and support she needed to gain custody of Sofia.

Jasmine spent months learning new parenting skills, until she and her UCS team felt she had the necessary tools to properly care for Sofia full-time. UCS and Vermont Legal Aid came together to help Jasmine pay for a parenting assessment to show that she was ready to regain custody. The official assessment, while acknowledging Jasmine’s developmental disability, also determined that she possesses the basic skills necessary to provide proper care and ensure the safety of her daughter. The assessment also recognized that Jasmine had ample support from her Shared Living team and home provider to assist her as needed.

After numerous court proceedings, team meetings, and transitional visits with Sofia, Jasmine was granted full custody of her daughter in December 2017. Jasmine and Sofia continue to live with Rachel and her partner Felix as part of the family. The house is full of laughter and joy, and Rachel provides supportive assistance as Jasmine raises Sofia. Like the rest of her UCS support team, Rachel takes pride in all that Jasmine has accomplished; she is grateful to have Jasmine and Sofia as part of her family.

Putting her trust in United Counseling Service and dedicating herself to gaining needed skills helped Jasmine realize her dream of being a full-time parent to Sofia. Through the entire process, Jasmine’s patience, motivation, and willingness to learn and accept support led to success both legal and personal.

“Jasmine has worked hard to overcome so many obstacles. She has been steadily employed, regained custody of her child, and has improved her health. She continues to work with her team to reach her personal goals and become the best she can be.”

—*Brenda Knapp, Case Manager*



92% of Developmental Services respondents reported their quality of life improved as a result of services received.

## Collaborative Network Approach: One family's journey

James was brought to the emergency room by the Bennington Police after an angry confrontation with his father. Violent threats ensued, and James was told by his father he was not welcome back to the house. In the ER, James met with a UCS crisis worker, who talked with him about a different type of intervention that could be arranged with his parents, called a Collaborative Network Approach (CNA).

**In a CNA session, the interviewer listens to every member of the group and makes a genuine effort to clearly understand the perspective of each participant.** James and his parents agreed to try this approach to see if it could work for them. James was calm and focused in the CNA environment and was able to express feelings he had withheld in the past. His father was able to be more emotionally open and his mother was able to share her history. During their first CNA meeting, family members established a willingness to work together and continued for several more sessions. Everyone felt heard in each session, and not judged. James's mother commented, "We've never done this before; we have each done individual therapy but never thought about the impact [group therapy might have] at home".

During one particularly meaningful CNA session, James talked with his father about his distress and his father responded in a new, thoughtful way, showing more care for his son's feelings. James shared that he had guilt and shame about his behavior when he was taken to the emergency room. The family was able to put that event behind them and move forward together.

**At the end of a CNA meeting, a staff member reflects** upon what occurred during the session. These reflections are intended to open a discussion and to bring useful observations to the participants. All of James's family members noted that these reflections from an outside perspective were helpful to them in ways that they did not expect.

**The CNA process serves to create a holding environment** that can help people tolerate uncertain times and reduce the need for hospitalizations while preparing to establish new ways of thinking, feeling and behaving. Over the past year, all five UCS employees who use the Collaborative Network Approach went through nearly 100 hours of training. Over the next year, we hope to expand the number of employees trained in CNA. A new round of trainings is anticipated, and a Level II training is in the works for those who have already been through the first round.



## CNA uses methods of Open Dialogue

Open Dialogue was developed in Finland in the 1980s as an approach to help people experiencing a mental health crisis and their families. This type of treatment gathers together all those connected to the crisis, including the person at the center, their family and social network, all professional helpers and anyone else closely involved. Throughout the process there are no separate staff meetings to talk about the "case." Rather, all discussions and decisions take place in the treatment meeting with everyone present. Another key difference between this type of treatment and traditional methods is that immediate help is given by holding a meeting within 24 hours of a crisis.

The Open Dialogue approach has gained widespread international attention. Results from this treatment format consistently show that this approach reduces hospitalization, the use of medication, and recidivism when compared with treatment as usual.

UCS's Collaborative Network Approach uses the same person-centered, recovery-oriented approach to treatment as Open Dialogue. The options provided through this method allow for individuals and their families to feel heard, respected and validated.

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**I**n one study, after participating in Open Dialogue, **75%** of those experiencing psychosis returned to work or study within two years, and only around **20%** were still taking antipsychotic medication at 2-year follow-up.

— <http://opendialogueapproach.co.uk/>

## Bill Clark: Learning to care for himself and his community

It is not often that you will meet someone who has spent a year living in a cave, but that is exactly where Bill Clark was calling home when he first came to the attention of UCS. Bill had grown up suffering extreme mental and physical abuse that included being locked in a basement for days at a time. At 17, he witnessed his father's suicide, his family lost their home, and his mother forced him out, unable to care for him. Finding himself homeless and without a social network, Bill turned to the comfort and solitude of the woods for shelter, making a local cave his home.

Bill began stealing food and supplies to survive. He was caught breaking into an abandoned building for shelter, was arrested, and spent 30 days in jail. The court looked to United Counseling Service to assist Bill; Joanne Larsen was assigned as his case manager. Shocked to learn that Bill was living in a cave, Joanne's first priority was to secure safe and stable housing and food.

Though Bill had received help from UCS, he struggled to trust others and refused to accept any counseling the agency offered. At a breaking point, he went on a weeklong spree through town, vandalizing UCS offices, several car dealerships, and local businesses. He was caught, convicted, and sentenced to 2–10-years in the Vermont State Prison in Newport. He was released in 2005 after three and a half years, with 10 years of parole ahead of him.

When he returned to Bennington, UCS was ready to help Bill get back on his feet. His years in prison had given him plenty of time to think; he knew he had to learn to trust people and make use of whatever supports and services he was offered. Bill was genuinely surprised that people cared about him and that people within the agency were willing to help him begin anew. This time, he stuck with the program.

In 2011, Bill participated in a 16-week skill-building program on self-esteem taught by Sasha Slattery, who would become his case manager. He finally began to take charge of his life, working on his physical and mental health. He made use of Battelle House and UCS Emergency Services when he knew he needed extra support. Bill also attended the Tutorial Center and in 2015 earned his high school diploma.

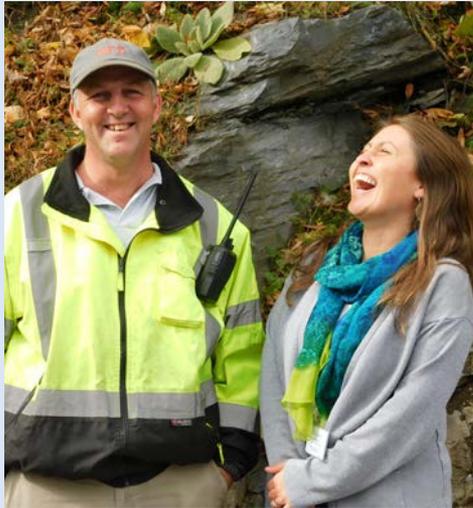
With a new level of confidence and a trusting support team, Bill began volunteering around town and attending town meetings. Noticing his involvement in the community and his personal growth, the organizers of Garlic Fest, hosted by the Bennington Chamber of Commerce, asked Bill to volunteer at the 2011 event. They were so impressed with the

“Bill is so determined and persistent. He is a person who sets his sight on a goal and will continue to work toward that, no matter how long it takes or how hard that journey may be. I admire him, his strength, and that he hasn't allowed his past to define him or make him angry or bitter toward others.”

—Sasha Slattery, Bill's case manager



Bill Clark, at work in Bennington



Bill takes a break from setting up Fallapalooza, with case manager Sasha Slattery. “Whenever I’m with Bill, you’ll always find me laughing.”

assistance he provided that first year, they have come to rely on him—2018 marked Bill’s eighth year with the event!

With the help of UCS and community connections, Bill landed a job working at Congregation Beth El doing janitorial, security, and maintenance work, which he held for five years. In 2016, he went to volunteer for Mayfest and was offered a permanent position by John Shannahan, Executive Director of the Bennington Downtown Alliance (formerly the Better Bennington Corporation). While his new job as Bennington Streetscape Maintenance was good news and he knew the community supported him despite his past, he was still on probation, which continued to create barriers. Finally in 2017, with significant support from Vermont State Senator (previously State Representative) Brian Campion, Bill was notified that his record had been fully expunged.

Over time, Bill learned a great deal about himself and what he needed to do to stay mentally healthy, and to ask for support when he needs it. He knows his connection to UCS will be a lifelong one, as he continues to participate in group therapy; mentors peers who are struggling with their own mental health issues; and meets regularly with his case manager. He is tremendously grateful to the Bennington community, who accepted him and forgave him for his past mistakes. The willingness of the town to embrace Bill encouraged him to give back. Once his record was finally expunged, he was able to follow a long-held dream and join the Bennington Village Volunteer Fire Department.

UCS has never given up on Bill and has shown him what it means to have people care about and support him. His determination and perseverance to change the course of his life makes everyone who knows Bill incredibly proud. He has learned the value of lifelong relationships and of surrounding himself with people who can help him become a better person. It has taken Bill years of community support to get where he is

today, and none of it would have happened without Bill’s own willingness to trust that UCS had his best interests at heart.



Bill became a volunteer firefighter in 2018.

“What I have noticed with local town employers, is that they are willing to be more open in working with people who have a mental health issue—I see more outreach happening...[businesses] being more open to hiring people with mental health issues and making sure they feel a part of society and not like outcasts because of their illness.”

— Bill Clark

“Bill is a terrific person. I first met him several years ago at a constituent meet-and-greet and voter registration drive. Since then, it has been an honor to watch him continuously improve his life and give back to others. He’s a great reminder to us all that we can always make improvements in ourselves and in the lives of others.”

—State Senator Brian Campion



The Bennington Rescue Squad (BRS) provides extraordinary support to UCS and our clients with a team of dedicated, skilled, and professional individuals who provide vital support to UCS and many other community organizations. At this year's annual luncheon, UCS recognized Bennington Rescue's outstanding work with the Phyllis Dodge Community Service Award, which is presented to an individual or organization whose support of UCS and its mission has been notable and significant. BRS Executive Director Forest Weyen accepted the award on behalf of the organization.

"It was an absolute honor for Bennington Rescue to receive the 2018 Dodge Award. The EMS Professionals at Bennington Rescue have embraced the emerging trends where Emergency Medical Services is not just emergency work, but a part of the entire healthcare continuum. **The real winners are the patients that have had such better outcomes and a better standard of living because of this partnership between UCS and Bennington Rescue.** We are so grateful to receive this award and look forward to everything UCS and BRS will be able to achieve in the months and years ahead."



## EXCELLENT OUTCOMES

UCS supports clients to achieve excellent outcomes on measures that are relevant to the client. We use processes and outcome measures to monitor the impact of our services.

**1 in 5 adults** in the U.S. has a mental health condition. That is 40 million people—more than the populations of New York and Florida combined.



## IMAT: A team approach to opioid recovery

The Intensive Medication Assisted Treatment (IMAT) Program opened in 2015 in partnership with Southwestern Vermont Healthcare. The IMAT Program brings together a team of medical, clinical and office professionals to provide treatment for adults who need a level of care beyond what is currently available in Bennington County to treat addiction to opioids. Clients are referred from other treatment programs, and have a history of trying and failing before coming to IMAT.

# 120

UCS served 120 clients through the IMAT program this past year.

# 95%

95% of IMAT clients succeeded after several failed attempts through other programs.

**THE MISSION** of the UCS Worksite Wellness Program is to support employees in making healthy lifestyle choices by promoting a culture of wellness. **OUR GOALS** are to increase the well-being and productivity of employees and clients through the enhancement of all aspects of health; increase awareness of positive health behaviors; and motivate employees to adopt healthier behaviors, by providing opportunities and a supportive environment to foster positive lifestyle changes.



100% of our Early Childhood Services Staff participated in a farm to school initiative, resulting in nutritious food for our kids.



96% of staff would recommend UCS services to their friends or family members.



From on-site CSA delivery to wellness walks to family picnic health events and yoga sessions and more, UCS hosted nearly 30 wellness activities in the past year.



For the fifth year in a row, UCS has been recognized by the Vermont Governor's Council on Physical Fitness and Sports for our outstanding worksite wellness program.

**283**  
**LBS. LOST**

Last winter the UCS Wellness Committee sponsored a weight loss event called "You Lose, You Win". Although this initiative was promoted as a weight loss competition, the goal was to help staff members develop new self-care habits. As a group a total of 283lbs. was lost! The UCS Wellness Committee loves promoting healthy habits in the workplace.

**"T**his company's outlook on Wellness rocks! They offer so much to employees and clients in so many areas. The Accountabilibuddies have been one of my favorites to be a part of with continued success. Thank you, UCS."

—Lynn Trefry, Receptionist at Head Start



### Staff Health Improvement Project: Building a healthy community

United Counseling Service was accepted into the UCLA/Johnson & Johnson Building Healthy Communities Program. Under the guidance and direction of UCLA staff and faculty, a UCS training team developed a Staff Health Improvement Project (SHIP) that addresses staff needs and complements existing efforts to improve the health and wellness of employees and their families.

The individuals who attended were Betsy Rathbun-Gunn, Director of Early Childhood Services, Beth Wallace, Bennington County Head Start Family and Community Partnership Manager, Amy Fela, Director of Operations and Andrea Malinowski, community partner of UCS and Bennington County Program Manager for RiseVT. All four members attended a conference held at the UCLA Meyer and Renee Luskin Conference Center and developed a workplace health promotion.

A few goals for the project include hosting a couch-to-5K training program; offering onsite physical activity opportunities for staff; organizing healthy cooking workshops for staff and family members; and reducing or eliminating lunchtime meetings. These goals were developed based on answers from staff on the CDC Worksite Health Score Card.

The UCS Wellness Committee will work with the conference attendees to encourage staff participation and the implementation of these initiatives.

## Engaging with our communities

In addition to trainings and other services, UCS hosts events for our constituents from all ages and walks of life who want to enjoy healthier living with their families and neighbors. From fun runs to car washes and everything in between, below is a sampling of the events we were involved with in 2017–18:

- Legislative Breakfast
- Go the Distance 5K
- Mind Over Miles Virtual Half Marathon
- Southern Vermont Youth Summit – Healthy State of Mind
- First Annual Holistic Fair by Bennington Holistic Healing Practitioners
- Bennington College Wellness Fair
- SVHC Centennial Celebration Community Day
- Back to School Backpack Challenge
- Christmas Tractor Parade
- Mayfest Booth
- Northeast Farm to School Institute (Head Start staff)



Developmental Services held a car wash to benefit The Gathering Place at Camp Ondawa. This weeklong camp, held each summer, affords DS consumers the opportunity to enjoy the great outdoors.



Runners, walkers, and volunteers alike shared smiles and blue skies during our Go the Distance 5K. Over 100 people participated in the event, to benefit our newly created Client Wellness Fund.



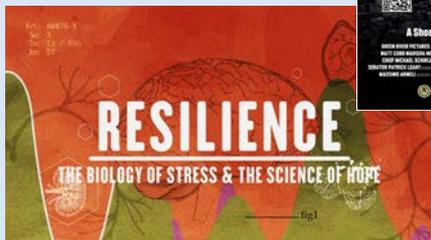
UCS Teens 4 Change held its 4th annual youth summit in Bennington in June, thanks to a Youth in Transition Grant from the Vermont Federation of Families for Children's Mental Health (VFFCMH). Workshops, ranging from suicide prevention to dance to kindness-rock painting and more, provided a focus for teens to explore what mental wellness, community wellness and substance abuse prevention means to themselves and their peers.



## UCS PRESENTS: Destigmatizing mental health issues

This year, we introduced *UCS Presents*, a series of events designed to provide a forum for people to get together to discuss poignant issues—an important step in reducing stigma associated with mental illness, suicide, substance abuse and so many other issues that affect our community.

Our inaugural year's events included a well-attended series of films with discussions about the mental health issues they addressed, and a presentation of the Me/2Orchestra.



UCS partnered with Vermont PBS, Manchester Community Library, Fed Up Vermont and The Collaborative to present *The Opiate Effect*. A panel discussion moderated by Andrew McKeever of GNAT-TV followed.



## 60th Anniversary celebration with the Me2/Orchestra

UCS celebrated its 60th anniversary with a special evening of music with the Me2/Orchestra, the world's only classical music organization created for individuals with mental illness and the people who support them. On May 5, 2018 Conductor Ronald Braunstein and 50 musicians filled the stage at the Southern Vermont Arts Center. More than 100 people attended the concert, enjoying works by Beethoven, Verdi and Elgar. Musicians shared their personal stories and the audience was encouraged to ask questions. UCS staff and client volunteers helped to make the production a success—working as ushers, serving meals to the musicians and selling tickets and concessions.



Volunteer ushers Melanie Deysenroth, Lynn Trefry, and Lisa Rudiakov

### Conductor Sponsors

Bennington Banner  
Manchester Journal  
Taconic Music  
Southern Vermont Arts Center

### Harmony Sponsors

Donald R. Ferrell  
and Joanna Mintzer  
First Light  
Manchester Music Festival  
National Business  
Technologies  
Alice and Ross Sandler

### Rhythm Sponsors

Andrew J. Melton III  
Margee Melton  
The Vermont Country Store

### Tempo Sponsors

Jason and Diana King  
Paylocity  
rk Miles  
Southwestern Vermont  
Health Care (SVHC)  
Douglas and Jane Warwick

### In-Kind Donations

Christo's Pizza and Pasta  
Dotform Communications  
Inkspot Press  
Sam's Wood Fired Pizza Co.

### A Very Special Thanks to:

Devon Jamieson  
Samantha Melton  
Lee Romano  
Lisa Rudiakov  
Autumn House Group Home  
Gatling House Group Home  
Union Street Group Home

**"The ME2/Orchestra Concert was music at its best.**

We attended for the orchestra but came home so much more enriched. UCS Board and staff should feel proud of the way their 60th was marked..."



## ACEs: Adverse Childhood Experiences can have lasting effects

Adverse Childhood Experiences (ACEs) is the term given to describe all types of abuse, neglect and other traumatic experiences that occur to individuals under the age of 18. Prolonged exposure to trauma creates an environment of toxic stress that can change the architecture of the brain due to the physiological response that stress produces. ACEs can have lasting effects on behavior and health and there is a dramatic link between ACEs and risky behavior, psychological issues and serious illnesses.

UCS staff participated in Vermont’s Building Flourishing Communities initiative to become trainers and to increase awareness, education and prevention of ACEs. Trainings focus on sharing the history and science of ACEs and include explanations on the impacts of one’s own childhood stress on brain development. Among the topics are the different categories and impact of childhood stress, and strategies for preventing ACEs before they happen.

At the conclusion of each session, participants are able to define trauma and childhood stress and discuss its prevalence in society; explain the effects on the brain, discuss strategies to reduce the likelihood of re-traumatization; describe ways trauma affects people developmentally, psychologically and physiologically; and develop action steps to implement trauma-informed practices in their work.

# 200

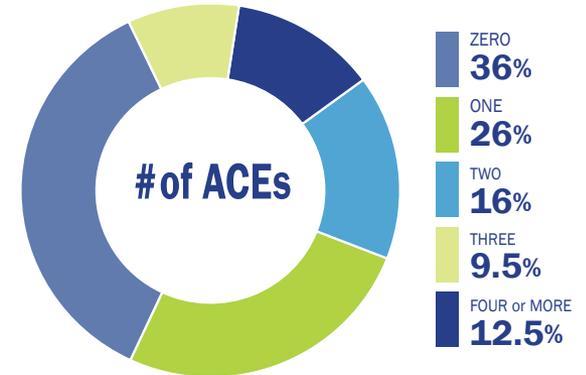
200 UCS staff members, community partners, state and school employees participated in UCS’s ACEs training in 2017-18.

“This was very helpful for my work with children and I had a lightbulb moment... everyone should have this information.”

—*Acēs Training Participant*

## How common are ACEs?

Most people surveyed in the CDC-Kaiser Permanente ACE Study indicated experiencing one or more ACEs. [cdc.gov/violenceprevention/acestudy/about.html](https://cdc.gov/violenceprevention/acestudy/about.html)



UCS offers trainings to help everyone understand the importance of preventing ACEs before they happen. Our ACEs Master Trainer Candidate Katie Aiken can tailor her trainings to accommodate groups both large and small.



## YOUTH MENTAL HEALTH FIRST AID®

UCS provides Youth Mental Health First Aid (YMHFA) training to address mental health concerns in young people that can affect every aspect of their lives, from self care to relationships to performance in school. In order to help adults recognize issues and how to support a young person, nationally certified YMHFA Instructors offer on site training at UCS and at schools, libraries and other locations throughout the county. Through these training sessions, course participants in our communities—who range from school and library personnel to area professionals who work with youth to members at large—develop the skills to understand, recognize, and respond to both adults and youth in a mental health or suicidal crisis. UCS has three certified YMHFA Instructors whose training services we provide throughout Bennington County. We were able to provide trainings at no cost to participants, thanks to funding from Aware Vermont, Vermont’s statewide YMHFA initiative.

“I feel more qualified to have tough conversations with individuals experiencing mental health crisis.”

—YMHFA Training Participant



### Suicide is the third leading cause of death in youth ages 10–14.

It is the second leading cause of death for young people ages 15–24, and the 10th leading overall cause of death in the U.S.<sup>1</sup>

**Half of all chronic mental illness begins by age 14; three-quarters by age 24.** Despite effective treatment options, there are often long delays—sometimes decades—between the first appearance of symptoms and when people get help.<sup>2</sup>

“In a nation facing a crisis in care for people with mental illnesses and addictions, widespread training in Mental Health First Aid for every American increases the chance that people will get the initial support they need and crisis can be averted.”

—National Council for Mental Health

<sup>1</sup> Source: NAMI: National Alliance on Mental Illness

<sup>2</sup> Source: NAMI

# SIX

This year, UCS provided **5** Youth Mental Health First Aid trainings and **1** Adult Mental Health First Aid training.

99%

After YMHFA training, 99% of participants reported they are better able to recognize the signs that a young person may be dealing with a mental health challenge or crisis.

96%

96% of YMHFA participants said they feel more confident to ask a young person whether they are considering killing themselves.

98%

98% of YMHFA training participants felt they are better able to understand and support a young person to access professional help.



UCS Support Worker Jon Kenyon

**“Always get a warm welcome** and always have a good experience. Thanks to the great staff!”

**“This program has really been helpful** for me. Thank You!”

**“I would be lost** without the services at UCS!”

**“Doing an excellent job changing lives** and helping those in need.”

**“Refreshing and wonderful** to experience the ongoing empathy, caring and commitment.”



## WORLD CLASS CUSTOMER SERVICE

UCS provides world-class customer service and personalized, high quality care. Our employees feel their work is meaningful and are invested in the health of the organization.

**“E**very day I see people overcome adversity, I see strength and courage, I see determination and love. It’s such an incredible feeling to be surrounded by such caring people, to be part of something so important to our community. Working for UCS has taught me so many things in such a short amount of time. I couldn’t possibly list everything, so I’ll share what I feel is the most important lesson I’ve learned: We all have struggles, limitations, and insecurities. I’ve always known this, but for much of my life I saw these flaws as weaknesses. It didn’t take long after starting at UCS to realize how wrong I was. The consumers I work with have given me an incredible gift; the ability to embrace those things within myself and in others. I’ve learned that our own limitations make us who we are, they make us stronger, and perhaps they are the most human things about us. We are all flawed, and in some strange way I think that makes us perfect. Working at UCS has truly shaped my outlook on life in the most positive of ways. It’s been a beautiful and humbling experience, one that I feel lucky and privileged to have had thus far.”

—Jon Kenyon, Support Worker

Reducing turnover saves hiring and training costs and helps UCS provide consistent service.

**4.4%**  
reduction in  
staff turnover

**7.7%**  
increase in  
UCS workforce

## I CARE

Our peer-to-peer recognition program, I CARE, allows peers to recognize each other for the extraordinary things they do every day at our organization. This distinguished group has been recognized by peers for putting excellence into action in all five of the defined categories. The I CARE core values include: **I**deal Service, **C**ulture of Caring, **A**ccountability, **R**esponsiveness, and **E**mpowerment. This year's I CARE champions took an extraordinary interest in the adoption, implementation and success of a cause, policy, program, or project.

## I CARE CHAMPIONS

Leslie Addison  
Samantha Burke  
Kim Bush  
Jill Doyle  
Penny Hawkins-Farrara  
Ashley Glanovsky  
Kim Funck  
Rose Hall  
Julie Held  
Bonnie Jamieson  
Allison Katrick  
Pat Kinney  
Darlene Lockwood  
Melody Mentiply  
Tracy Moyer  
Courtney Randall  
Stacey Ray  
Becky Schuler  
Karen Sousis  
Robin Stowell  
Andrew Straub



## Peter D. Scully Award



The **Peter D. Scully Award** is given annually to a long-serving employee who has performed their work with compassion, skill and distinction. This year's recipients were **Betsy Rathbun-Gunn**, Director of Early Childhood Services, and **James Reilly**, licensed alcohol and drug counselor based in our Northshire Office.

## Celebrating Milestones

We are proud to be a place where our staff want to stay. UCS congratulates our 23 employees who reached milestone work anniversaries in 2017–18. We appreciate their dedication and service.

### 30 Years

Sue Pierce  
Penny Hawkins-Farrara

### 25 Years

Jeaneen Woodie

### 20 Years

Nancy Lively  
Rindy Therriault  
Rebecca Bishop  
Donna Alexander

### 15 Years

Alicia Acevedo  
Ray Andrews  
Mary Ellen Woodbridge  
Debbie Wright

### 10 Years

Eric Williams  
Deborah Amadon  
Kim Bush  
Kevin Fields  
Kathy Galusha

### 5 Years

Nannette Amidon  
Alison Clausnitzer-Lane  
Paul DiLunno  
Jason Fleming  
Jane Johanson  
Jenna Langlois  
Ajay Martucci

## UCS clients report satisfaction:

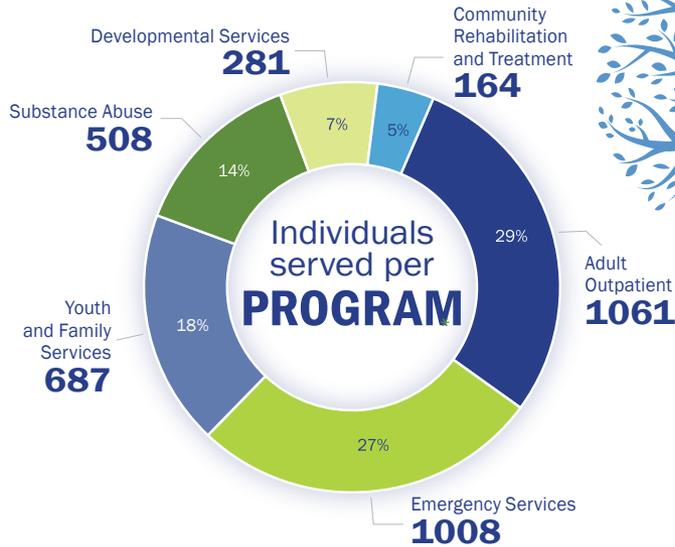
**93%** of Outpatient and Substance Abuse clients surveyed felt they received the help they needed.

**100%** of Family Emergency Services respondents said the service they received helped them better deal with their problem.

**96%** of all UCS clients surveyed reported that staff treated them with respect.

**I CARE recipients pictured:** Andrew Straub, Bonnie Jamieson, Tracy Moyer, Robin Stowell, Leslie Addison, Becky Schuler, Kim Bush, Jill Doyle, Darlene Lockwood, Karen Sousis, Julie Held, Penny Hawkins-Farrara, Kim Funck, Stacey Ray

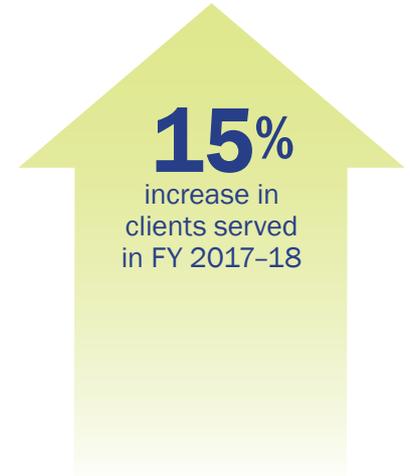
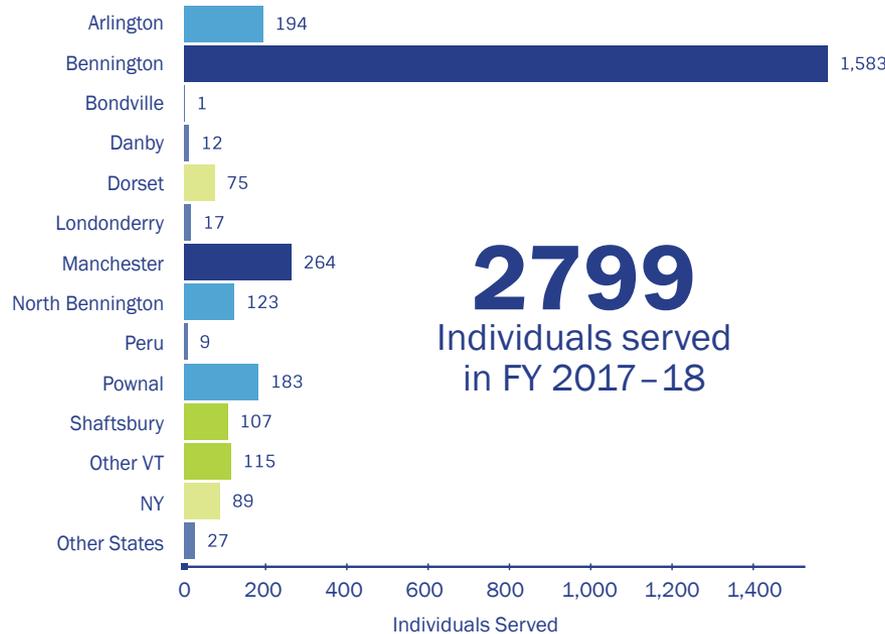
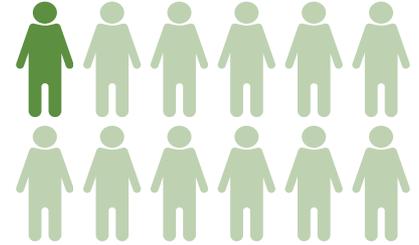
# OUR NUMBERS



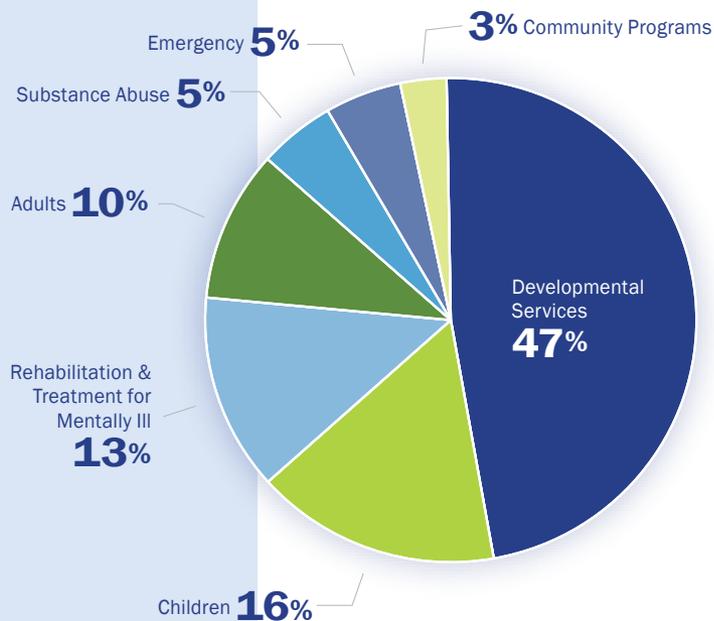
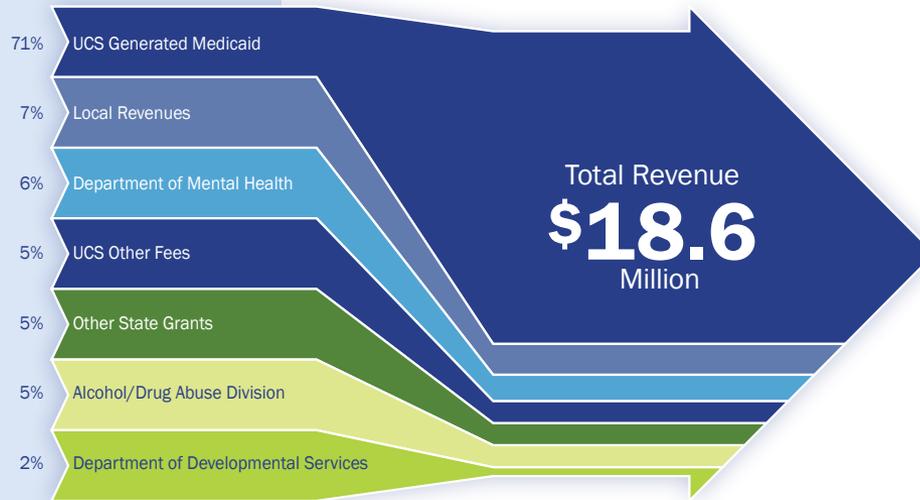
## EXCELLENT VALUE

UCS services are efficient and cost effective. We provide improved health outcomes that matter to clients relative to the cost of achieving those outcomes.

Approximately 1 in 12 Bennington County residents receives services from UCS.



## Revenue Source



## Use of Funds by Program

## Budgeted Income for Fiscal 2017-18

Medicaid	\$ 13,435,865
Fees & 3rd Party Payments	\$ 519,106
Vt. Alcohol & Drug Abuse Division	\$ 885,317
Vt. Department of Mental Health	\$ 1,165,112
Vt. Dept. of Developmental Services	\$ 109,516
Other State Contracts	\$ 889,643
Local Revenue	\$ 1,218,261
Miscellaneous	\$ 359,430
<b>Total Revenue</b>	<b>\$18,582,250</b>

## Budgeted Expenses for Fiscal 2017-18

Salaries	\$ 9,678,411
Benefits	\$ 2,048,737
Other Personnel Costs	\$ 3,759,999
Operating Expenses	\$ 1,662,445
Travel & Transportation	\$ 397,790
Building Expenses	\$ 1,034,868
<b>Total Expenses</b>	<b>\$ 18,582,250</b>

## United Children's Services (UCH) Board of Directors

William Baldwin, *President*  
Nathaniel Marcoux, *Treasurer*  
Kathy Clark, *Secretary*  
Tara Parks, *Policy Council Representative*  
Ted Bird  
Kiah Morris  
Jessica Smith



Kathy Clark, Nathaniel Marcoux, William Baldwin, Tara Parks, Kiah Morris. **Not pictured** Ted Bird, Jessica Smith



Mom and daughter enjoy time together at a Northshire "Paint with Me" event

## Early Childhood Services

**Bennington County Early Head Start and Head Start** give children and their families the right building blocks for learning, parenting and life.

Early Head Start serves infants and toddlers from 6 months to age 3. The program provides intensive comprehensive child development and family support services.

Head Start, with sites in Bennington, North Bennington, Pownal, and Manchester, serves 3–4 year olds, providing early education classes and family opportunities to Bennington County residents to promote school readiness and strengthen families.

## Parent involvement

In the 2017–18 school year, Bennington County Head Start/Early Head Start hosted 24 family events, ranging from a parent-child "Paint with Me" to Center Committees to soccer to literacy events and "Breakfast with Buddies". This year, BCHS/EHS introduced its new parenting curriculum, "Abriendo Puertas/Opening Doors".

### OUR VALUES

Respect  
Integrity  
Positive outlook  
Responsibility  
Equality  
Accessibility

### OUR MISSION

Preparing children and their families for school through collaborative approaches to high quality education, health, and social services.

### OUR VISION

All children and families will be successful, life-long learners.



**“B**ennington County Early Head Start Program has been a saving grace for my family. As a working mother of three children, my employment hinged on finding reliable care for my one-and-a-half-year-old son. I needed to find a place where I could drop off my son, focus on my job and not worry about whether my child was receiving adequate care, I found that and more at the Early Head Start Center. My son loves his teachers and I am able to put my whole heart and mind into my job knowing my child is well taken care of.”

—Tiffany Dunican, parent and staff member at Head Start

The Harold C. “Archie” Warner Award, created in 2008, is presented annually to an individual or organization that has made a significant contribution to our children’s programs. This year’s recipient, audiologist Dr. Lloyd Scott, has performed screenings on all of the Bennington County Head Start students. Our children have benefited from the hundreds of hours Dr. Scott has volunteered with our program.



**Dozens of children aged 3 to 5** participated in this year’s Head Start Soccer Clinic at the Bennington Recreation Center. The clinic took place on Wednesday afternoons and Saturday mornings throughout September, with active parent and community participation. All children participated free of charge and great fun was had by all!

65% of children in our Head Start and Early Head Start programs received dental exams.



88% of the children in these programs received well visits.

**Children in our program often meet or exceed age-level expectations in key areas:**

- Cognitive Development:**  
95% of Infants and Toddlers, 81% of 4-year-olds and 97% of 3-year-olds
- Social and Emotional Development:**  
94% of Infants and Toddlers, 75% of 4-year-olds and 100% of 3-year-olds
- Approaches to Learning:**  
94% of Infants and Toddlers, 75% of 4-year-olds and 97% of 3-year-olds
- Language and Development:**  
94% of Infants and Toddlers, 87% of 4-year-olds and 93% of 3-year-olds
- Literacy Development:**  
94% of Infants and Toddlers, 74% of 4-year-olds and 83% of 3-year-olds
- Physical Health and Development:**  
94% of Infants and Toddlers, 87% of 4-year-olds and 97% of 3-year-olds



“The service Dr. Scott has provided over so many years would have been impossible for us to access if she had not been here and willing to offer her assistance.”

—Grace Winslow  
Health and Nutrition Manager  
Head Start/Early Head Start

## United Children’s Services Head Start Program Fiscal 2017–18

### REVENUE

US Department of Health & Human Services	\$ 2,665,458
Local Contracts	\$ 1,335,266
<b>Total Revenue</b>	<b>\$ 4,000,724</b>

### EXPENSES

Salaries	\$ 2,074,362
Fringe	\$ 442,744
Other Personnel Costs	\$ 758,511
Operating Expenses	\$ 371,297
Travel & Transportation	\$ 80,676
Building Expenses	\$ 273,134
<b>Total Expenses</b>	<b>\$ 4,000,724</b>

### In the 2017–18 school year, Bennington County Head Start (HS) and Early Head Start (EHS) programs served:

HS: 137 children (129 families)  
EHS: 67 children (59 families)

### Average monthly enrollment:

HS: 100%  
EHS: 100%\*

*\*After full implementation of the program, including all partners, in March 2018*

**39%** of eligible Early Head Start children served  
**64%** of eligible Head Start children served

*The auditor’s report on compliance for the major federal programs for United Children’s Services of Bennington County, Inc. expresses an unmodified opinion on all major federal programs.*

Together, we are building a stronger community. **Thank you!**

**100%** of UCS board members contribute

**\$1,000+**

Judith M. Buechner  
Sotheby's International Realty,  
Manchester Office

**\$501-\$1,000**

Price Chopper Golub Foundation  
William and Linda Drunic  
*in memory of Bob Drunic*  
Christopher M. Elwell  
*in honor of Elizabeth R. Elwell*  
Constance West

**\$101-\$500**

Anonymous  
Abacus Automation  
Leslie Addison and James Sullivan  
Beth Alden  
Michael Bickford  
Bill and Ruth Botzow  
Col. Roger A. Brown  
Ben and Jeanne Brumaghim  
Cargill Incorporated  
Eugene Ceglowski  
Austin Chinn  
Peter and June Davis  
Wade and Roberta Devlin-Scherer  
Robert Fallon and Joan Leenig  
Richard and Judith Haight  
Robert Howe  
Ellen D. Kouwenhoven  
*in memory of Gerrit Kouwenhoven*  
Myles Mahoney  
Lorna and Tom Mattern  
Shannon McGibney Howlett  
*in memory of Gerrit Kouwenhoven*  
Neil Moss and Joan Goodrich  
Bruce and Nancy Nash  
Keith Nemlich  
*in memory of Gerrit Kouwenhoven*  
Ralph and Mary Provenza  
Daisy Rockwell  
Theodore and Norma Thomas  
Town of Winhall  
Michael and Jillian Veitch  
*in honor of Roberta Lynch Carroll*

Jess and Rosalinda Weiner  
Langdon Wheeler and  
Mary Katherine Metcalf  
Elizabeth Young

**Up to \$100**

John and Karen Ahearn  
Robert and Gloria Alexander  
Rita Allard  
Amazon Smile  
Leonard Anzivino  
Joseph C. Bamford, Jr.  
Bank of America Employee Giving  
Campaign  
Richard Bartholomae  
Lois Beardwood  
Elizabeth Benedict  
Jack and Pat Bennett  
Berkshire United Way  
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Dean Dixon  
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Peter Donavan  
John Conte and Margaret Donovan  
Fredrick and Noreen Dunn  
Jeremy Dworkin  
*in memory of Sylvia Denhoff*  
John and Mary English  
Janet Fabricius  
Mary Feidner

Donald R. Ferrell  
*in honor of Joanna Mintzer*  
Marc and Robin Fisher  
Fraternal Order of Eagles  
Virginia Freeman  
Robert and Kelly Gaiotti  
Barbara O. Geer  
*in honor of Pam Bolus and  
Gladys Campbell*  
Walter G. Gilbert  
Audrey Giumarra  
Hawkins House  
The Rev Louis and Marie Guariniello  
John and Bonnie Halpin  
*in honor of David O'Brien*  
Dean Hanson  
Elaine Harwood  
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Mike and Heidi Lynn  
Dolores Mahlmann  
Ellen Maloney and John Ezell  
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Mary McGuiness  
Peter and Lisa McGuire  
Robert and Joan Menson  
Claire S. Merritt  
*in honor of Joanna Mintzer*  
Curtis Mellow  
Linda Meskun  
Michael Molloy  
Phillip and Mary Monahan  
Jason Morrissey  
Laura Muir  
Axel and Anna Mundigo  
The Memory Clinic  
Marbledge Lodge  
The Richards Group  
Valerie and Martin Oakland  
David and Gail O'Brien  
*in honor of Penny Hawkins-Farrara*  
Paul Parker  
David and Wendy Parsons  
Deborah Perkins  
Robert and Alice Pezzulich  
David and Marsha Pilachowski  
Andrew and Marguerite Putney  
Charles and Linda Putney  
Dale Raisig  
*in honor of Joanna Mintzer*  
Albert T. Ray  
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James and Nancy Russell  
Anthony Schwartz  
David and Linda Sischy  
Jane Sobel  
Rev. Thomas and Nancy Jean Steffen  
Woody and Gregg Swain  
Robert Tarnas and Barbara Raskin  
Robert and Sarah Treat  
Kimberly Van Olpen  
Bruce T. Welsh  
Nancy White  
*in honor of Enrique de la Rosa*  
Robert and Nancy Zapletal

## Bowl for Kids' Sake brought in more than \$38K



This year our annual bowling fundraiser raised **\$38,700** for Big Brothers Big Sisters of Bennington County. This event brings the whole community together in support of a positive future for our kids. No matter how they choose to be involved—as a bowler, volunteer or sponsor—each participant has a hand in helping to start a child on the right path. Every dollar raised through Bowl for Kids' Sake stays in the local area to help maintain current matches and to build new ones. By helping children develop supportive relationships with adult role models, we make a direct and lasting impact on their lives. The connections made through mentoring change lives!

### Title Sponsor



## The Bank of Bennington

### Patron Sponsors

Bennington Banner  
Carbone Auto Group  
Manchester Journal  
Spiral Press Café

### Community Sponsors

Abacus Automation  
Ben & Jerry's Foundation  
Bennington Lanes  
B.P.O. Elks 567  
Barr, Sternberg, Moss,  
Silver, & Munson P.C.  
Berkshire Bank Foundation  
C.L. White Glass  
Cumberland Farms  
Dr. Eric Frost  
Fraternal Order of Eagles  
#1861  
Global Link Travel

GSK Climate Control, Inc  
GVH Studio, Inc.  
Hannaford Supermarkets  
Hanson-Walbridge and Shea  
Funeral Home  
Hawkins House, Inc.  
Hayden Plumbing and Heating  
Jerome Construction, Inc.  
John and Deborah Cave  
King Arthur Flour  
Little Green Properties, Inc.  
Mary Morrissey  
Matthew Harrington  
Midura Building Company, Inc.  
Miles Lumber Company, Inc.  
Mirabito Holdings, Inc.  
Moultons Spectacle Shoppe Inc.  
Erica and Brian Marthage  
Quadra Tek

rk Miles, Inc.  
Ramunto's Pizza  
Robert Green Oil Co.  
Sonny's Blue Benn Diner  
Southwestern Vermont  
Medical Center  
Sperber Tool Works, Inc.  
Stewart's Shop Corp.  
Suburban Heating Oil  
Partners  
T&M Enterprises, Inc.  
TAM Inc.  
The Pharmacy  
The Richards Group  
The Vermont Country Store  
Veterans of Foreign Wars  
Post 1332  
WEQX  
Winburn Law Offices



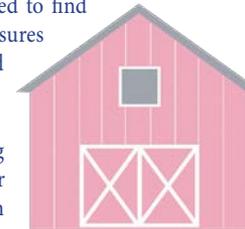
## This year's Barn Sale raised over \$53,000

...no small potatoes for this Northshire UCS fundraiser.

The Barn Sale Committee's Beth Alden shares some history: "I joined the group running The Barn Sale many years ago, even before we connected with UCS as our beneficiary. Teaming up with UCS eight years ago however, enabled us to grow each year, expanding the reach of the fundraiser to help more people in our Northshire community through UCS programs out of their Manchester office. It also allowed us to invite more community members to join in helping the event succeed.

Realizing we had outgrown any of the venue options available to us and to focus on the success of the sale, rather than locating a new venue each year, we teamed up with Northshire Civic Center Riley Rink at Hunter Park four years ago. This facility is perfect for our needs and the rink staff are fantastic partners. We now collect donations year-round and are fortunate to have over 50 dedicated volunteers involved. A few of the original group of women who started this project have "retired" from the physically demanding aspects of The Barn Sale, but still make themselves available for support and advice—and many continue to this day.

The Community Relations and Facilities departments at UCS are also vital team members in supporting our work throughout the year. It means a great deal to everyone involved to find new homes for the wonderful treasures donated each year, raise much-needed funds for a wonderful cause, and even help out a few other non-profits who receive items we are unable to sell during our two-day event, to sell at their rummage sales or put to direct use in their efforts."



**Committee Chairs: Beth Alden, Craigin Salsgiver, Nancy Wolf**

FUNDRAISING



United Counseling Service  
100 Ledge Hill Drive  
P.O. Box 588  
Bennington, VT 05201

Non-Profit  
Organization  
**PAID**  
Permit No. 89  
Bennington, VT 05201

**United Counseling Service Main Office**

100 Ledge Hill Drive, Bennington, VT 05201  
(802) 442-5491

**United Counseling Service Northshire Office**

5312 Main Street, Manchester Center, VT 05255  
(802) 362-3950

**Atwood Center for Developmental Services**

335 Dewey Street, Bennington, VT 05201

**Batelle House Crisis Stabilization Center**

348 Dewey Street, Bennington, VT 05201

**Burgess Road Youth and Family Services**

21 Burgess Road, Bennington, VT 05201

**Community Rehabilitation and Treatment**

316 Dewey Street, Bennington, VT 05201

**Youth and Family Services**

314 Dewey Street, Bennington, VT 05201

**Head Start/Early Head Start Main Office**

2 Park Street, North Bennington, VT 05257  
(802) 442-3686

**Early Head Start Infant and Toddler Center**

100 Ledge Hill Drive, Bennington, VT 05201

**Head Start/Early Head Start**

5312 Main Street, Manchester Center, VT 05255

**Head Start/Early Head Start**

59 River Road, North Bennington, VT 05257

**Head Start/Early Head Start**

97 School House Road, Pownal, VT 05261

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**UCS Residential Facilities**

Autumn House Group Home  
Bank Street Independent Living Complex  
Gatling House Group Home  
South Street Group Home  
Union Street Group Home