



NORTHWESTERN
COUNSELING
& SUPPORT SERVICES
we're here for you

A great place to work.
A great place to receive care.



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Our Mission

is to ensure that the residents of Franklin and Grand Isle Counties have access to high quality services, which promote healthy living and emotional well-being.



Our Vision

At NCSS, we partner with Franklin and Grand Isle Counties to provide accessible, person-centered services in welcoming settings. We work alongside community members and care providers to promote growth, learning, and well-being. Above all, we value people as our greatest asset and strive every day to earn the trust of those we serve.

Our Values

At NCSS, our work is guided by four core values:

- SAFETY** – We create environments where every person feels secure, respected, and supported.
- RESPONSIVENESS** – We listen, adapt, and act quickly to meet the needs of our community.
- COMPASSION** – We approach every interaction with empathy, care, and understanding.
- INTEGRITY** – We uphold honesty, accountability, and the highest ethical standards in all we do. Together, these values shape how we serve and strengthen our communities every day.

Dear Friends,

As we reflect on FY25, I am proud to share the achievements and milestones that NCSS has accomplished together with our partners, beneficiaries, and dedicated team.

This year has been a period of significant growth and impact. We remained steadfast in our mission to empower individuals and communities through inclusive social services, education, and innovative programming. Despite the evolving challenges in our environment, NCSS has continued to adapt with resilience, innovation, and a deep commitment to our core values.

Key highlights from this fiscal year include, improved access, strengthened partnerships, community education, and using data to drive program development to better meet the changing needs of our community.

These accomplishments were made possible by the unwavering dedication of our staff, the trust and cooperation of our partners, and the generosity of our donors. Together, we have made meaningful strides to improve the wellbeing of the people we serve, and to make our community stronger.

Looking ahead, NCSS remains deeply committed to expanding our reach and amplifying our impact, driven by innovation, compassion, and inclusivity. I'm excited to continue working closely with our community partners as we build a future where everyone has the opportunity to thrive.

Thank you for your continued support and belief in our mission.

NCSS... *we're here for you.*

Sincerely,



A handwritten signature in black ink that reads "Todd P. Bauman".

Todd Bauman
NCSS Executive Director



A handwritten signature in black ink that reads "Angela M. Poirier".

Angela Poirier
President,
NCSS Board of Directors

LEADERSHIP TEAM

Executive Director

Todd Bauman

Medical Director

Harris Strokoff, M.D.

Community Mental Health Services Director

Belinda Bessette, LICSW

Early Childhood & School Based Services Director

Matthew Habedank, MA, BCBA

Developmental Services Director

Samantha Thomas, MA

Nursing and Psychiatry Director

April Mathieu, BSN, RN

Finance Director, CFO

Derek Hoy, MA, MBA

Operations Director, COO

Kim McClellan, MBA

Human Resources Director

Stacey Remillard, MBA, PHR, SHRM-CP

Community Relations Director

Danielle Roberts

BOARD OF DIRECTORS

Angela Poirier,
President

Jason Minor,
Vice President

Dan Thompson,
Treasurer

Elaine Carpenter,
Secretary

Jim McMillan,
Member at Large

Ken Gagne

David Hutchinson

David MacCallum

Meg Marshall

Andrea Patrick-Baudet

Casey Toof

Anjanette Watson

STANDING COMMITTEES

Community Mental Health Services

Belinda Bessette

Robin Blouin

Robert Hirss

Abigail Hutchinson

Evelyn Lavallee

Michael Lee

Mark Machia

Kay Martell

Woody Maves

Meaghan Malboeuf

Geoff McLam

Jessica Parker

Linda Rollo

Anthony Stevens

Lisette Vaillancourt

John Thibert

Debra Thibert

Anjanette Watson

Developmental Services

Tanner Anderson

Nancy Coles

Jon Fitzgerald

Andrew Hemond

Randy Lizotte

Cheyenne Martin

Vicki Menard

Heather Raymond

Cory Savage

Amber Schaeffler

Mindy Tayler

Samantha Thomas

Owen Voss

Damien Whalen

Early Childhood & School-Based Services

Elaine Carpenter, Chair

Matt Habedank

Gillian Ireland

Meg Marshall

Lisa Whittemore



YEARS OF SERVICE MILESTONES

*Years of service based on calendar year
Jan. – Dec. 2025*

2024 LONGEVITY AWARD RECIPIENTS

5 YEARS

Carrie Aday
Jessie Brady
Lori Bressette
Ronald Caldwell
Veronica Cook
Katie Cyr
Ryan Davis
Jennifer Demar
Masha Dewey-Barski
Annie Flynn

Nacara Montea Foss
Tina Freeman
Jacques Fregeau
Russell Gagne
Susan Greenwood
Krysta Jacobs
Nichole Jacobs
Sarah Kenny
Trisha Ketchum
Hannah Laroche

Keely Loughan
Matthew Minckler
Gregory Niquette
Madison Ovitt
Danielle Patrick
Megan Reynolds
Casey Smith-Speirs
Chelsea Strong
Donavan Tebo

10 YEARS

Melinda Chadwick
Laura Companion
Michael Cutler
Laura Johnson

John Leblanc
Lauren Lesage
James Luce
Caroline Manahan

Andrew Patterson
Seth Whiting
Joseph Zaffus

15 YEARS

Seth Barkyoumb
Liza Boyle
Samantha Burnell

Jessica Dewes
Derrick Hudson
Amanda Morong

Daniel Roach
Jaime Walsh

20 YEARS

Laure Allard
Marc Brunelle
Danielle Houston
Ashlee Schofield

25 YEARS

Jesse Leclair
Joe Halko

30 YEARS

Tina Cross

35 YEARS

Michael Bombard

Years of Service are based on calendar year from January 1 - December 31, 2024.

This Annual Report reflects a portion of the dedication and time NCSS and its staff provided the community during fiscal year 2025.

SAMPLE OF SERVICES PROVIDED BY NCSS

COMMUNITY MENTAL HEALTH SERVICES

EMERGENCY SERVICES AND CRISIS STABILIZATION

Services available 24 hours a day, 7 days a week. Emergency Services are for anyone experiencing a mental health crisis requiring immediate attention. To reach Emergency Services, call: **(802) 524-6554, press 1** or toll free at **1-800-834-7793**.

- 988 Suicide and Crisis Lifeline
Call/Text **988** Chat online: **988lifeline.org**
- Mobile Crisis Services
- New Connections
- Adult Crisis Bed – Tomlinson Center

THE ACCESS CENTER

- Initial Intake and Screening
- Same Day and Rapid Access Appointments
- Assessment

OUTPATIENT COUNSELING FOR CHILDREN, ADOLESCENTS, AND ADULTS

- Individual, Couples, and Families
 - EMDR, PCIT, CBT, CAMS
- Elder Outreach Provider (referrals from Age Well)
- Reach-Up Provider
- Substance Use Disorder Treatment for Adolescents
- Group Counseling
 - Adult: DBT, Grief Support, Survivors of Suicide
 - Children: Social Skills, Movement, RPC+

INTEGRATED HEALTH SERVICES

- Social Workers embedded in local primary care offices

HOME & COMMUNITY BASED SERVICES FOR CHILDREN, YOUTH AND FAMILIES

- Community Support
- Family Support
- Adolescent Services
- Child & Adolescent Developmental Services

COMMUNITY REHABILITATION AND TREATMENT (CRT) SERVICES (ADULT 18+)

- Community Support
- Employment Services
- Peer Support
- Wellness Groups



DEVELOPMENTAL SERVICES

Access to person centered supports and services for adults with Developmental & Intellectual Disabilities, Autism, and/or Traumatic Brain Injuries.

Home, community, and office-based supports honor the voice and choice of each individual and create the opportunity for individuals to identify their goals and live lives of their choosing.

HOME AND COMMUNITY BASED SUPPORTS

- Service Coordination
- Direct Community and Home-based support
- Employment services
- Academy of Learning
- Program for Adaptive and Expressive Arts
- Deaf and Hard of Hearing services
- Peer Self-Advocate Support

RESIDENTIAL SERVICES

- Shared living
- Staffed living

CLINICAL SERVICES

- Individual and Group Therapy
- Dialectal Behavior Therapy

EMERGENCY SERVICES

- 24 Hour Emergency and Crisis Stabilization
Call 802-393-6688

EARLY CHILDHOOD AND SCHOOL-BASED SERVICES

PARENT CHILD CENTER

- Recognized as a family resource center with expertise in the perinatal and early childhood period.
 - Preventative Services
 - Intervention Services
- Collaborates with families using a multigenerational approach
 - Ensuring wellness
 - Provides mental emotional support
 - Facilitates access to broader care community

SCHOOL-BASED SERVICES

- Supports kids, families, and public schools across Franklin and Grand Isle Counties
- Provides a continuum of supports
 - Designed for less intensive, moderate, and intensive needs.
- Care Models to meet the needs of schools and students
 - Flexible
 - Creative
 - Evidence based

SOAR LEARNING CENTER

- Approved independent referral-based school
- Service students' grades K-12
- Address student needs in the school environment
- Connects and coordinates referrals to appropriate support within the home.
- Builds student's capacity to return to their sending school.



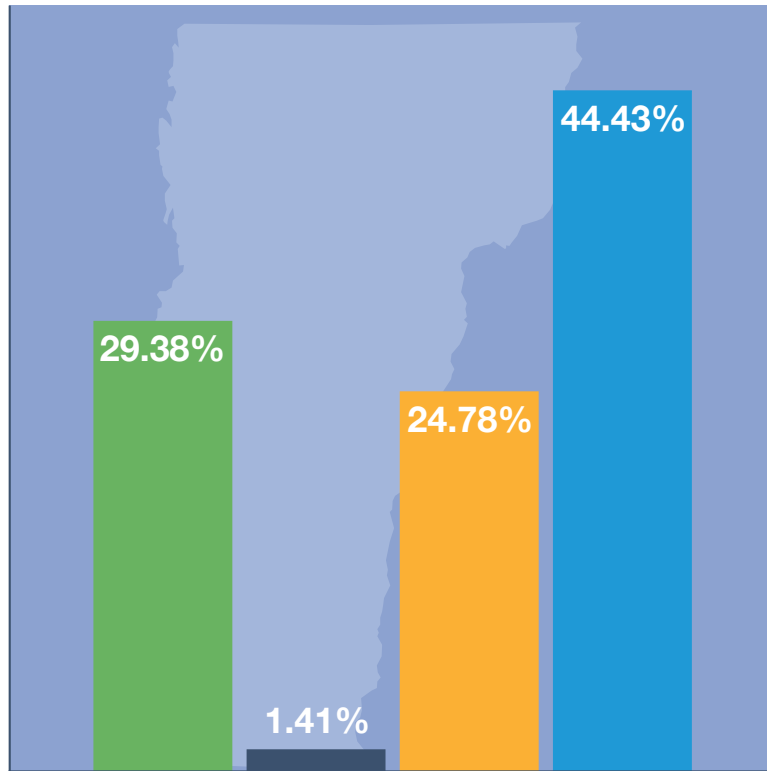
NURSING AND PSYCHIATRY SERVICES

- Psychiatric Evaluation and Consultations to all three Service Divisions and Community Health Providers.
- Coordination with Medical Providers and In-patient facilities.
- Pharmacotherapy-Psychotropic medication management.
- Case Consultation and Coordination of Care.
- Residential program oversight, on-call.
- Injection and blood draw clinics.
- Medication Delegation & Training, Special Care Procedure Trainings.

FINANCIAL DATA

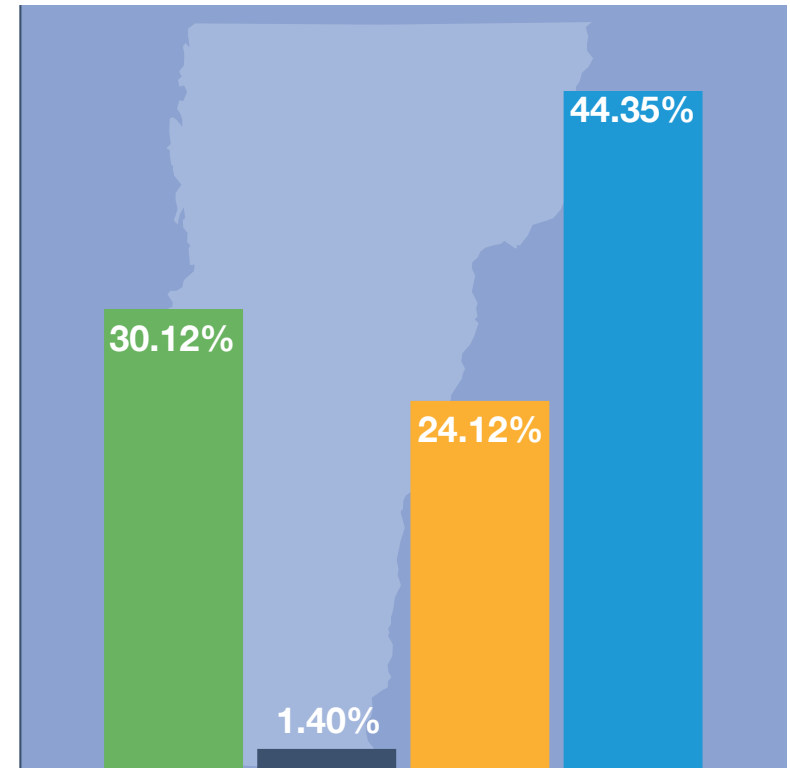
BUDGETED AGENCY REVENUE & EXPENSES JULY 1, 2024 - JUNE 30, 2025

Budgeted Revenue



Early Childhood & School-Based Services
Administration
Community Mental Health Division
Developmental Services

Budgeted Expenses



Early Childhood & School-Based Services
Administration
Community Mental Health Division
Developmental Services

Early Childhood and School-Based Services	\$17,594,554
Administration	\$842,232
Community Mental Health Division	\$14,840,800
Developmental Services	\$26,604,631
Total	\$59,882,216

Early Childhood and School-Based Services	\$18,082,916
Administration	\$842,232
Community Mental Health Division	\$14,479,795
Developmental Services	\$26,625,767
Total	\$60,030,710



HAVING IMPACT: *Outcomes that Matter*

NCSS BY THE NUMBERS



Individuals helped in FY25.....4,240



NCSS Locations.....20+



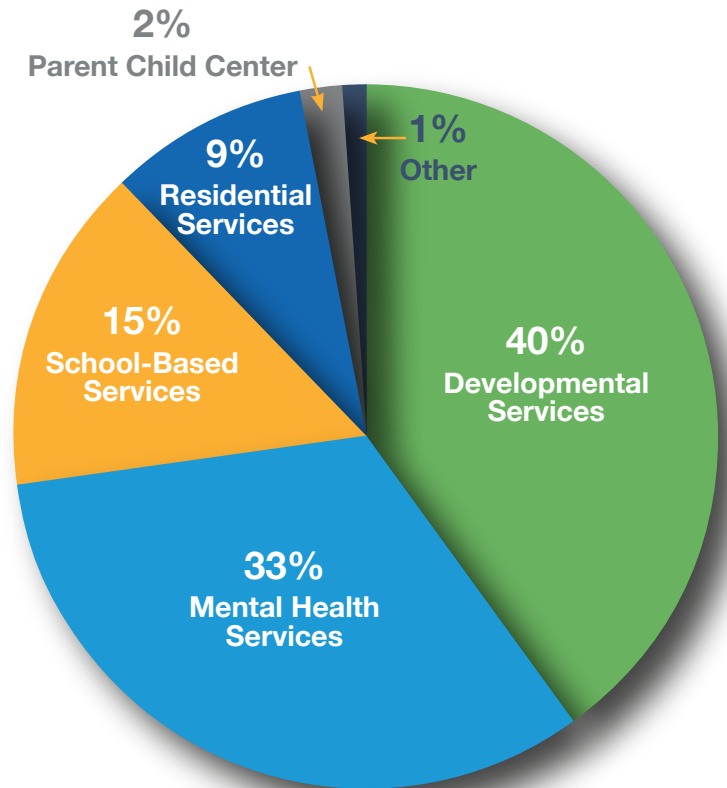
NCSS Employees.....531



When we provide service.....24/7/365



PEOPLE HELPED BY SERVICE CATEGORY



In FY25, we responded to evolving community needs by expanding our services across multiple settings.

We increased the number of residential homes we operate, resulting in a significant rise in hours of care provided in residential environments.

In our Community Mental Health Division, we enhanced community-based programming based on insights from our Community Needs Assessment. These efforts reflect our commitment to developing services that directly address what our community is asking for.

Additionally, we experienced growth in our School-Based Services (SBS) programs and at Soar Learning Center. This expansion led to innovative program development and a greater volume of care delivered in educational settings.



HAVING IMPACT: *Outcomes that Matter*

458,191

Total Hours of Care Provided

4,240

Unduplicated Client Count

HOURS OF CARE PROVIDED BY PLACE OF SERVICE

157,325 - Residential

140,037 - Community

65,486 - School

56,040 - Office

50,072 - In-Home Supports

15,279 - Phone/Telehealth



Agency Scorecard

NCSS BY THE NUMBERS AGENCY WIDE FEEDBACK

91%

Clients who reported they received the services that were right for them

Clients who reported staff treated them with respect

96%

87%

Clients who reported the service they received made a difference

Clients who reported NCSS provided them with services that included all of their needs

87%

THE ABLE HOUSE: *Building Homes, Restoring Independence*

In early 2025, we opened **The Able House** in collaboration with the **Vermont Department of Disabilities, Aging, and Independent Living**. This six-bed residential care home in Franklin County was created to support adults aged 45 and older with intellectual and developmental disabilities (I/DD), including autism, whose medical and mental health needs have become more complex.

The Able House provides **24-hour, person-centered care** with nursing oversight, medication management, psychiatric services, personal care, and community-based supports.

As part of the **Vermont Care Partners** network, NCSS continues to expand housing options to meet the growing need for specialized care. The Able House allows individuals to **remain in their community**, reducing out-of-town placements and helping prevent housing instability among older adults with I/DD.

“The Able House embodies what community care means—creating a space where people can truly live, not just reside.”

— **Todd Bauman, Executive Director**



Scan to read: VT Digger article



Scan to watch: NCSS *Here for You*



HIGHLIGHTS: When NCSS launched The Able House, it represented more than a residential program — it was a promise.

- First residents welcomed in early 2025
- Collaborative model connecting nursing, developmental, and clinical supports
- Enhanced access to health care coordination and skill-building resources
- Strengthened partnerships with local housing organizations

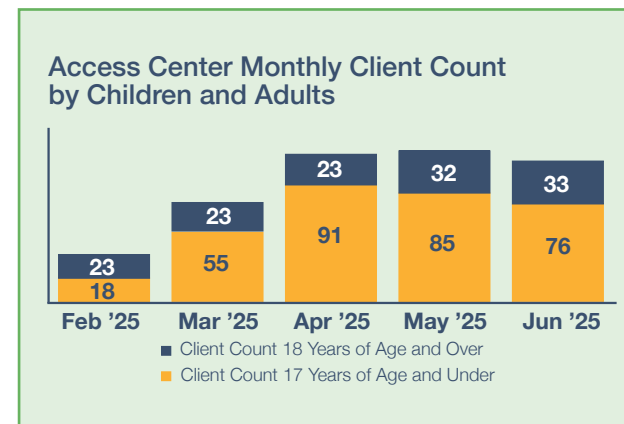
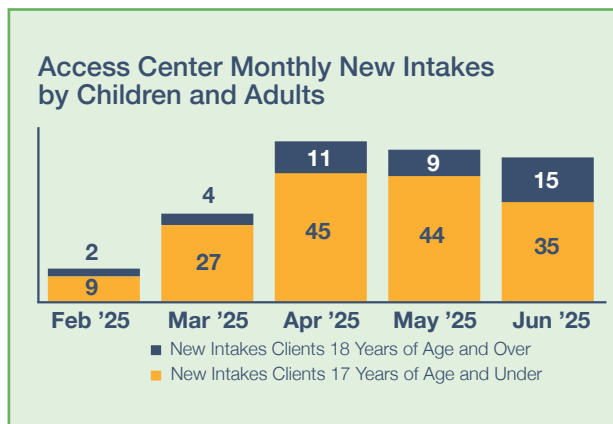
THE ACCESS CENTER: *Expanding Access to Mental Health Care*

In May 2025, NCSS opened **The Access Center** at 12 Houghton Street in St. Albans to increase access to mental health care for residents of Franklin and Grand Isle Counties. Open **Monday through Friday from 8 a.m. to 4 p.m.**, the center offers **rapid-response, short-term therapy for up to 12 sessions**, helping individuals, families, and groups access care when they need it most.

Each morning, the center reserves **one walk-in appointment at 9:00 a.m.**, available on a first-come, first-served basis, to ensure immediate support for those ready to seek help.

Developed in response to community feedback, the Access Center reduces wait times and strengthens connections with nearby downtown services.

“We heard how important it is to serve someone when they’re ready to seek help in a space that’s comfortable and accessible,” said Belinda Bessette, Director of Community Mental Health Services.



Scan to watch NCSS *Here For You* Episode



NORTHWESTERN COUNSELING & SUPPORT SERVICES
we're here for you

2 TYPES OF APPOINTMENTS AVAILABLE:

SAME DAY APPOINTMENT
Mon-Fri arrive at 8:30 AM.
 Appointment start time 9:00 AM.
 First come, first serve.

RAPID ACCESS APPOINTMENT
 Scheduled appointment within approximately 1 week.
 Call to schedule this appointment.
 Short-term therapy 1-12 sessions.

Call or make an appointment - Phone: 802-524-6554 or Visit: www.ncssinc.org



COMMUNITY, EDUCATION AND AWARENESS



364 *Total Trained*

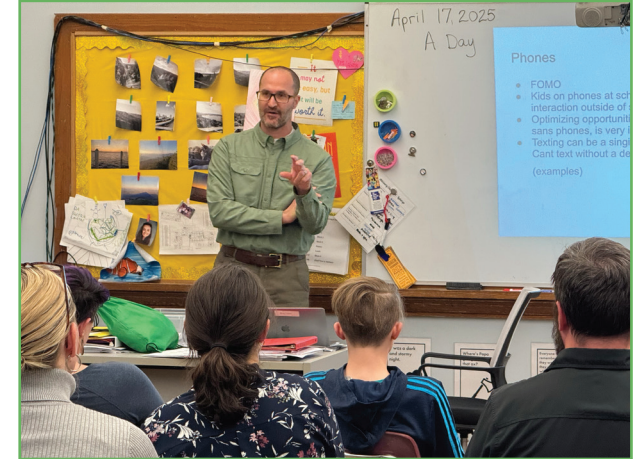
17 *# of Events*

NCSS delivered **UMatter Suicide Prevention and Intervention training** this year to strengthen our commitment to safety and the Zero Suicide framework. This evidence-based training equipped staff and community partners to recognize warning signs, have compassionate conversations, and connect individuals to support. By building skills, reducing stigma, and promoting help-seeking, NCSS is expanding community readiness and ensuring more people are prepared to offer hope and life-saving intervention.



SOCIAL MEDIA, INTERNET AND GAMING ADDICTION

NCSS is proud to showcase the work of **Dr. Haris Strokkoff, Medical Director and Child Psychiatrist**, who has been presenting in local schools on the impact of **social media, gaming, and internet addiction** on youth mental health. He educates students, families, and educators on the effects of screen time and offers strategies for building healthy technology habits. Through partnership with the **Afterglow Foundation**, these trainings are provided **at no cost** to schools, increasing awareness and promoting prevention across our communities.



CONNECT POSTVENTION TRAINING

Northwestern Counseling & Support Services (NCSS) hosted Connect Postvention Training on May 9 and June 11, bringing together 27 professionals and community members.

Held in partnership with NAMI New Hampshire at Peoples Trust Company, the training strengthened the region's response to sudden deaths, including suicide loss, and supported healing across Franklin and Grand Isle counties.

Part of NCSS's Zero Suicide Committee efforts, the event fostered collaboration among community partners to build coordinated, compassionate response strategies.



To schedule a training, please email communityrelations@ncssinc.org.



12

Thanks to the Afterglow Foundation, these no-cost trainings expanded access, strengthened collaboration, and promoted prevention and healing in our community.

STRENGTHENING OUR COMMUNITY

NCSS thrives because of the people who bring our mission to life — staff, board members, volunteers, partners, and generous supporters. “Our culture is built on kindness, collaboration, and courage — the quiet actions that add up to community impact.”

- Danielle Roberts, NCSS Director of Community Relations.



STRENGTHENING OUR COMMUNITY - "I can't, but WE CAN!"



NCSS is so fortunate to have a community FULL of supporters. This page represents a few.

THANK YOU!
for your continued support!



Donate to support NCSS and our programs!



RECOGNITION AND AWARDS

2024 IMPACT AWARD RECIPIENTS

Previously known as the Partner in Excellence (or 1%) Award, the IMPACT Award is designed to be the organization's highest honor for an employee. This award reflects the core values of NCSS: Safety, Compassion, Responsiveness, and Integrity. In addition, they have made major contributions to a client, to the organization or to the community at large. Throughout the year, three individuals exemplified this quality. Lynn Jacques, Lindsay Phillips, and Josie Thibault.



Lynn Jacques
*Benefit Specialist and
Claims Coordinator
Administrative
Division*



Lindsay Phillips
*Soar School Nurse
Nursing & Psychiatric
Services Division*



Josie Thibault
*School-Based
Behavior Consultant
Early Childhood &
School-Based Services
Division*

MARCHETA TOWNSEND COMMUNITY PARTNER AWARD

The Marcheta Townsend Community Partner Award is NCSS's highest honor for collaboration. Established in memory of Marcheta Townsend, this award recognizes a partner who exemplifies teamwork and shared purpose—working alongside NCSS to make a meaningful impact and improve the lives of those we serve. Melinda White was proudly recognized for her outstanding dedication and partnership.



Melinda White
*Turning Point of
Franklin County
Recovery Coach Supervisor -
NMC Emergency Department
VT Blueprint MAT Lead*

VERMONT BEHAVIOR INTERVENTIONIST EXCELLENCE AWARD

Robyn Spears, Senior Behavior Interventionist at NCSS, has been a dedicated team member for 12 years. Known for her compassion, professionalism, and calm presence, she builds strong relationships with schools, families, and clients. A trusted mentor and leader in school-based services, Robyn's humor, resilience, and commitment to dignity shine through in all she does.



Robyn Spears
*Senior Behavior
Interventionist
Early Childhood
& School-Based
Services*

2024 ANNUAL MEETING AND RECOGNITION NIGHT

On November 6th, NCSS held its Annual Meeting & Recognition Night at the American Legion in St. Albans, with approximately 125 attendees.

The theme for the evening was "Evolving Momentum," emphasizing the importance of evolving our programs and services to increase access and meet the needs of the residents of Franklin and Grand Isle Counties.

During the event, the board of directors for 2025 was approved, and Rob Hirss, a departing member who completed his terms, was honored.

EXECUTIVE OFFICERS (effective January 1, 2025 - December 31, 2025)

Angela Poirer - *President*
Jason Minor - *Vice President*
Dan Thompson - *Treasurer*
Elaine Carpenter - *Secretary*
Jim McMillan - *Member at Large*



Thank you to Rob Hirss who departed during FY24 after serving terms.



STIGMA

Striving To Increase Good Mental Health Awareness

NORTHWESTERN
COUNSELING
& SUPPORT SERVICES



Crisis
Helpline
Organization

988 | SUICIDE & CRISIS LIFELINE

NORTHWESTERN
COUNSELING
& SUPPORT SERVICES
we're here for you

OUR OFFICE LOCATIONS

MAIN OFFICE

107 Fisher Pond Road, St. Albans VT 05478
802-524-6554 or 800-834-7793
www.ncssinc.org

TED MABLE FAMILY CENTER

130 Fisher Pond Road, St. Albans VT 05478
802-524-6554

24/7 Crisis Team: **802-524-6554**, Press 1
Suicide & Crisis Lifeline: Call/Text/Chat **988**

NCSS Locations



Learn More About Our Services



Donate



Join Our Team



NCSS is a member of the Vermont Care Partners statewide network of sixteen non-profit, community-based agencies providing mental health, substance use and intellectual and developmental disability support.