

1. What is Discretionary Funding?

Discretionary funding is a duly-appropriated sum of money in the Town's expense budget allocated to an eligible not-for-profit organization by the Selectboard and approved at Town Meeting.

2. What Types of Organizations May Receive Discretionary Funds?

Discretionary funds may only be allocated to not-for-profit; community-based social services providers. In order to receive discretionary funds directly, an organization must be incorporated as a not-for-profit and registered with the State of Vermont., unless exempt and have a Federal Employer Identification Number (EIN).

3. What Types of Organizations May Not Receive Discretionary Funds?

For-profit entities may not receive discretionary funds, except when the primary non-profit contractor subcontracts with a for-profit entity as part of the delivery of services. Such subcontracts, however, must be only an ancillary part of the program to be funded, not the primary basis for the discretionary award, and must be approved by the contracting agency.

4. What are the Restrictions on the Use of Discretionary Funds?

All public funds, however awarded, must be used for a Town purpose. In general, a Town purpose is defined as an activity or service that is open to all members of the public, regardless of race, creed, gender, religious affiliation, etc., without restriction, and which does not promote a particular religion.

Programs and services provided by religious or religiously-affiliated organization must be able to demonstrate that the program is open to non-members, is not a religious program, and does not promote the religion.

Closed membership groups, which are those to which membership is restricted or subject to eligibility based upon prohibited factors, may generally not receive funding.

Groups that serve a particular population, for example, those age 65 and above in a particular community; are not considered a closed membership group, as long as the program is open and accessible to all seniors in the community. Similarly, tenant organizations in public housing may also receive funding, as long as they provide equal access to all residents of the public housing units they serve.

Funds may only be allocated for a public purpose and may not support political activities and private interests.

5. How to Apply for Discretionary Funding?

All organizations that wish to receive discretionary funding must submit a "Request for Special Appropriations" application to the Town Manager. The application elicits information about an organization's experience, qualifications, and integrity, and the project or service for which the organizations is requesting support. The form is available on the Town website by clicking on BOARDS & MEETINGS > SELECTBOARD then scroll down to FY25 Budget and "FY25 Discretionary Funding Policy-for applicants" or by emailing Duncan Wardwell, Assistant to the Town Manager, at: dwardwell@richmondvt.gov. Deadline for submission is the end of the day, October 2, 2023.

Town of Richmond

Request for Special Appropriations

Request for Fiscal Year: 2025

Organization's Name: Turning Point Center of Chittenden County
Address: 179 South Winooski Avenue Suite 301
City, State, Zip: Burlington, VT, 05401
Website address: www.turningpointcentervt.org

A. GENERAL INFORMATION

1. Program Name: Recovery Center & Peer Recovery Services

2. Contact Person/Title: Cameron Lauf, Executive Director

Telephone Number: 802-861-3150

E-mail address: caml@turningpointcentervt.org

3. Total number of individuals served in the last complete fiscal year by this program: 878

4. Total number of the above individuals who are Town residents: 5
Please, attach any documentation that supports this number.

Percent of people served who are Town residents: 0.6%

5. Amount of Request: \$5,000

6. Total Program Budget: \$874,678.03 Percent of total program budget you are requesting from the Town of Richmond: 0.6%

7. Please state or attach the mission of your agency: The Turning Point Center of Chittenden County is an inclusive compassionate community supporting those, on multiple paths to recovery through peer-driven services in a safe, substance-free environment.

8. Funding will be used to:
[X] Maintain an existing program
Start a new program
Expand an Existing Program

9. Has your organization received funds from the Town in the past for this or a similar program? Yes

If yes, please answer the following:

a. Does the amount of your request represent an increase over your previous appropriation? If yes, explain the reason(s) for the increase.
The amount is the same requested amount as last year and the percentage of Richmond Town residents served is equal to the percentage of funds compared to our entire budget for fiscal year 2023.

b. Were any conditions or restrictions placed on the funds by the Selectboard? No
If yes, describe how those conditions or restrictions have been met.

B. PROGRAM OVERVIEW

1. Statement of Need: Identify the issue or need that the program will address (use statistical data to justify the need for the program). To what extent does this need, or problem exist in the Town of Richmond? Year after year since 2020, we witnessed substance-related fatalities increase while simultaneously seeing an increase in individuals seeking services at the Turning Point Center (TPCCC). In 2022, we saw 4-times the number of individuals enrolled in our coaching services compared to 2019. We served 878 individuals in 2022 (25% more than 2021) and we estimate to serve 20% more in 2023 (715 as of September 1, 2023.) The TPCCC provides free, peer recovery services that are evidence based and proven to have positive outcomes for individuals to attain and sustain recovery from addiction.
All Richmond residents living with substance use disorders (SUD) can access our services at no cost to them.

2. Program Summary:

a. Identify the target/recipients of program services. Specify the number of Town residents your program will serve during the fiscal year and explain the basis upon which this number is calculated. Indicate any eligibility requirements your program has with respect to age, gender, income or residence. _____

In 2022, 5 Richmond residents used our coaching services, and 5 residents accessed them and to date in 2023.

There may be others who access our groups and other wellness programs, but their personal information is not recorded.

With targeted outreach from our new programs, we expect to see a 20-40% increase in the number of Richmond residents we support.

b. Identify what is to be accomplished or what change will occur from participating in the program. How will people be better off as a result of participating in the program? Describe the steps you take to make the project known to the public, and make the program accessible and inclusive? _____

We conduct statistical analysis for effectiveness of all peer recovery services we provide. We complete an annual assessment of our Emergency Dept. Recovery Coaching Program at UVMMC and all other coaching programs. From 2019-2022, 83% of patients seen by Emergency Dept. Coaches requested follow up services or treatment. 82% of center coaching participants reported an increase in their wellness just after 60 days of working with their coach.

All services can be accessed and received electronically, by phone, or in-person out in the community.

3. Program Funding:

a. Identify how Town funds, specifically, will be used (i.e., funds will provide "X" amount of units of service.) \$5,000 provides roughly a year's worth of coaching for 5 people. The funds will be used to aid retention to coaching services. Maintaining our vital connections with our program participants will prevent fatal outcomes from chronic addiction.

b. List the other agencies to whom you are submitting a request for funds for this program and the amount requested. How would this program be modified should revenues be lost? We are requesting support from the Vermont Department of Health. We don't expect revenue to be lost. Our organization will do everything possible to maintain our programming. Our services are sustained through federal, state grant dollars, and direct public support.

C. ORGANIZATIONAL CAPACITY

1. Describe your agency's capability to provide the program including its history, previous experience providing this service, management structure and staff expertise. _____

The TPCCC is a foundational and peer-reviewed recovery center in Vermont, providing recovery coaching services as an evidence-based practice since 2013. For almost ten years, the TPCCC has been leading the charge in developing peer recovery services and recovery coaching for individuals and families struggling with SUD. All direct service providers, program coordinators, and coaches receive support, guidance, and leadership through the Center's management and infrastructure. The Center has a combined 70+ years worth of peer recovery experience among its staff and Board of Directors.

2. How will you assess whether/how program participants are better off? Describe how you will assess program outcomes. Your description should include: what (what kind of data), how (method/tool for collecting the data), from whom (source of data) and when (timing of data collection). Our program assessments include Results Based Accountability (RBA) measurements to determine efficacy of all TPCCC direct services. We use self-reporting measurements such as Wellness Recovery Action Plans, Self-Sufficiency Matrixes, and progress on referrals. We measure individuals served, unduplicated individuals, demographics, volume of units of service, program retention, and completion of programs, all collected at intake/assessment, 60-90 days from intake, and discharge. We measure attendance to groups, visits to recovery center, and we assess utilization of public technology for purposes toward recovery.

3. Summarize or attach program and or service assessments conducted in the past two years. See attached.

4. Does your organization have a strategic plan and a strategic planning process in place? Yes - If yes, please attach your plan.

The strategic plan should include a mission statement, goals, steps to achieve the goals, and measures that assess the accomplishments of the goals.

5. What is the authorized size of your board of directors? 9
How many meetings were held by the board last year? 12

I, the undersigned, confirm the information contained herein is accurate and can be verified as such. I understand and agree that if the requested funds are approved, the disbursement of funds are subject to all conditions established by the Richmond Selectboard.

Signature of Applicant C Lauf Date 10/18/23

Cameron Lauf, Executive Director
Print Name of Applicant and Title

Turning Point Center of Chittenden County, Inc.

Profit & Loss Budget Overview

January through December 2023

12/14/22

Accrual Basis

	Jan - Dec 23
Ordinary Income/Expense	
Income	
4322 · Holiday Fundraising Letter	35,000.00
43330 · Foundation and Trust Grants	60,000.00
43400 · Direct Public Support	150,000.00
43414 · Coffee Donations	250.00
43418 · Events and Sponsorships	40,000.00
43420 · Meeting Space Rents	2,000.00
43440 · In Kind Revenue	10,000.00
44540 · State ADAP Grants	
44541 · State ADAP Emergency Room	182,392.00
44542 · State ADAP New Mom's	56,673.00
44543 · State ADAP Recover Center	168,938.00
44544 · State ADAP Recovery Coaches	20,497.00
Total 44540 · State ADAP Grants	428,500.00
44552 · Grants - Town/Local	10,000.00
44555 · Grants - United Way	30,000.00
44567 · Grants UVM Research	50,000.00
49600 · Rental Income	62,251.80
Total Income	878,001.80
Expense	
Insurance	
62560 · Workman's Comp Insurance	8,000.00
62566 · Commercial Liability Insurance	8,255.00
Total Insurance	16,255.00
Payroll Expenses	
Payroll Tax Expense	
VT Health Care FTE Calculations	3,320.00
62510 · Soc Sec & Medi Tax Expense	40,809.00
62513 · SUTA Tax Expense	2,500.00
Total Payroll Tax Expense	46,629.00
6000 · Payroll Wages	
62400 · Payroll Related 1099 Earnings	36,000.00
62500 · Salaries & Wages - Program	347,903.00
62501 · Directors Total Compensation	70,000.00
62505 · Salaries & Wages - Admin	84,960.00
62507 · Salaries & Wages - Sick Pay	7,838.76
62508 · Salaries & Wages - Bonus	15,000.00
62509 · Salaries & Wages - Vacation	8,914.16
62511 · Salaries & Wages - Holiday	9,817.26
63100 · Salaries & Wages - Stipends	30,600.00
Total 6000 · Payroll Wages	611,033.18
Total Payroll Expenses	657,662.18
63250 · Outside Services	5,000.00
65006 · Events Expenses	10,000.00
65010 · Yoga Expenses	4,600.00
65011 · Classified Advertising	1,500.00
65015 · Legal Expense	1,500.00
65020 · Postage, Mailing Service	1,000.00
65025 · Dues, Fees & Subscriptions	7,400.00
65040 · Program Supplies	1,000.00
65042 · Meeting Expenses	1,000.00
65045 · Small Equipment Purchases	1,000.00
65054 · Marketing Expense	7,000.00
65055 · Telephone	6,362.33
65056 · Travel/Training	2,000.00
65057 · Utilities	17,741.48
65065 · Office Supplies	6,000.00

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12/14/22

Accrual Basis

Turning Point Center of Chittenden County, Inc.
Profit & Loss Budget Overview
January through December 2023

	<u>Jan - Dec 23</u>
65100 · Library Purchases (Books, etc)	0.00
65125 · Copier Lease	1,079.40
65140 · Building & Grounds Maintenance	23,000.00
65212 · Bookkeeping	23,000.00
65213 · Computer Services	750.00
65215 · PayPal/Square/Slate Fee Expense	1,000.00
65300 · Miscellaneous Expense	1,000.00
65305 · Mortgage Interest	26,983.92
65530 · Waste & Recycle Removal	1,260.00
66110 · Accounting Fees	12,700.00
68315 · Depreciation Expense	31,237.80
68320 · Amortization Expense	145.92
68350 · Computer Supplies & Software	5,200.00
68360 · Corporate Taxes	300.00
Total Expense	<u>874,678.03</u>
Net Ordinary Income	<u>3,323.77</u>
Net Income	<u><u>3,323.77</u></u>



Turning Point Center
OF CHITTENDEN COUNTY

2022 IMPACT REPORT

Real empathy.

Real connections.

Real solutions.

DEAR FRIEND,

20 years ago, the Turning Point Center of Chittenden County was incorporated as a 501(c)3 nonprofit organization. Since its inception in 2003, the Center has moved from Colchester to Burlington, first located on S. Champlain Street, with a brief stay on Bank Street, and finally our current home on S. Winooski Avenue. More importantly, we've drastically expanded and enhanced our programming. What started as a 12-step meeting clubhouse now provides many diverse pathways for recovery and wellness.



In our twenty years of service, two things have stayed the same. First, we remain completely focused on our mission to provide a safe, judgement-free, substance-free environment to support people in their recovery from alcohol and drug addiction. And second, we do this as peers in recovery. This is vital, because when people feel hopeless it is very difficult to believe that things can change. **We say to people: you can do this. And we know that you can do this, because we have done it ourselves.**

This report provides a glimpse of our impact on the epidemic of substance use disorder. Included are statistics about our recovery coaching programs, which are the core foundation of our work. Recovery coaches work in the emergency department at the hospital, with parents striving to sustain their recovery, and with anyone who visits the Turning Point Center seeking change.

As the impacts of addiction continue to worsen throughout Vermont, we are responding by turning our center inside out. We are removing barriers and prioritizing outreach throughout all existing programs. We've expanded programs to provide low-barrier, rapid access to recovery services throughout the emergency, temporary, and low-income housing system in our community.

Our ability to do this work is thanks to you. We offer our deep gratitude.

A handwritten signature in red ink, appearing to read 'Cam Lauf'.

Cam Lauf, Executive Director



LOOKING BACK AT 2022: MEETING THE NEED



Individuals Served Annually



**Number of visits
to the Turning
Point Center
in downtown
Burlington**

8,606



“As the pandemic increased Vermont’s rates of addiction, overdose, suicide, and homelessness, TPCCC has leaned into these challenges and expanded their offerings beyond the walls of their Recovery Center. They have stood up a highly impactful Outreach Coaching Program to better meet Vermonters in crisis where they’re at.”

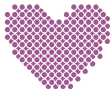
- Will Eberle, Executive Director, Recovery Vermont



RECOVERY COACHING WORKS

83%

of people who met with a Recovery Coach in the Emergency Department opted for recovery services afterwards.



“The Turning Point Center has been an instrumental part of my journey into recovery. At the Center, I found connection and a safe haven. I now work with TPC helping people in recovery connect to the same resources that were made available to me.”

- Mishka Lord, ED Recovery Coach

“My call of desperation was received with grace and my conversations with staff offered the light of hope. I can sincerely say that Recovery Coaching through the Turning Point Center has had a deeply positive and lasting impact on my sobriety of 14 months.”

- Recovery Coaching participant

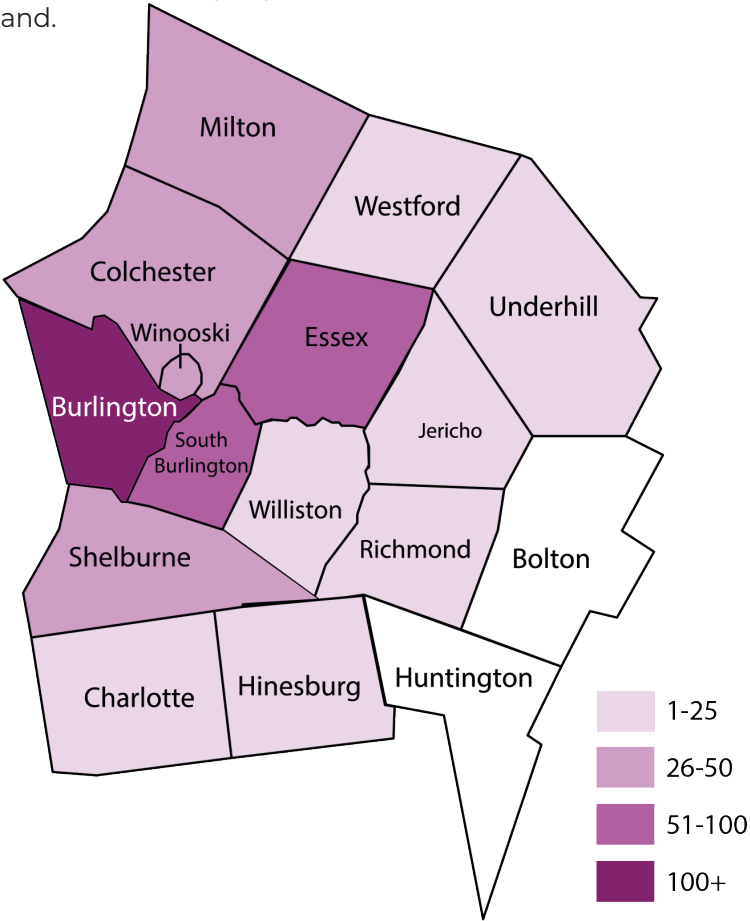
82%

of participants working with a recovery coach reported an increase in wellness after just 60 days.



SERVING ALL OF CHITTENDEN COUNTY

Turning Point Center of Chittenden County serves people from all over our region. Recovery coaching, for individuals and families, has no barriers. We offer in-person, phone, and video conferencing options to connect with people. Our services are free, accessible, and on-demand.



Participants from each town in Chittenden County

Burlington 357
Charlotte 7
Colchester 41
Essex 75
Hinesburg 12
Jericho 8

Milton 39
Richmond 5
Shelburne 27
S. Burlington 58
St. George 1
Underhill 3

Westford 4
Williston 17
Winooski 49



FINANCIAL OVERVIEW

January 1 through December 31, 2022

REVENUE TOTAL

\$775,307

Individual donors & foundations

\$189,644

Vermont Dept. of Health

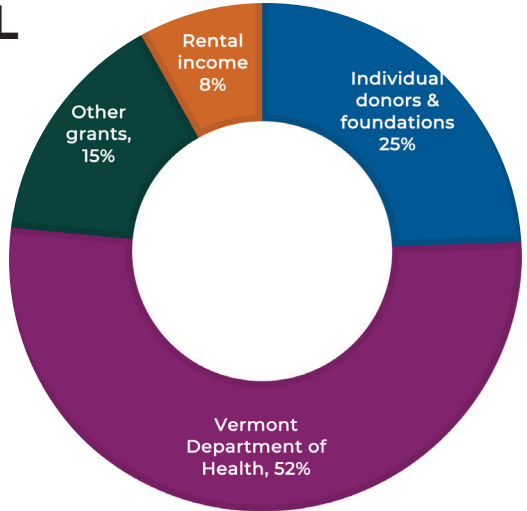
\$403,499

Other grants

\$119,199

Rental income

\$62,963



EXPENSES TOTAL

\$735,853

Program expenses & salaries

\$439,528

Building & supplies

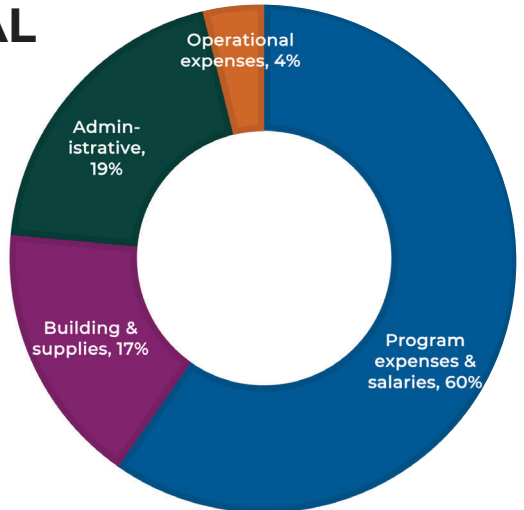
\$123,086

Administrative

\$144,599

Operational expenses

\$28,638



Please note: These are unaudited numbers. A copy of TPCCC's 990 tax form is available upon request.



BOARD OF DIRECTORS

- Rosi Gowdey**, *President*
- Maureen Leahy**, *Vice President*
- Eric Sokolowski**, *Treasurer*
- Cyndi Haselton**, *Secretary*
- Jonathan Goffe**
- Sam Hemingway**
- Bethany Mahler**
- Scott Pavek**
- Craig Weatherly**



STAFF OF TPCCC

- Tara Campbell**, CRC, *Emergency Department Recovery Coach*
- Michael Couture**, CRC, *Emergency Department Recovery Coach*
- Chris Hallowell**, *Peer Support Specialist*
- Heidi Hausler**, CRC, *Parents in Recovery Program Coordinator*
- Dale Henry**, *Peer Support Specialist*
- Emily Korkosz**, CRC, *Coaching Services Coordinator*
- Cam Lauf**, CRC, *Executive Director*
- Mishka Lord**, CRC, *Emergency Department Recovery Coach*
- Krista Marzewski**, CRC, *Peer Support Team Lead*
- Andrew McKinnon**, *Weekend Operations Manager*
- Kim Norman Mercer**, *Director of Marketing & Development*
- Amanda Smith**, *Peer Support Specialist*
- Dan Smith**, CRC, *Emergency Department Recovery Coach*
- Debra Trueax**, CRC, *Administrative Manager*
- Chip Viau**, CRC, *Emergency Department Recovery Coach*
- Olivia Watson**, CRC, *Outreach Recovery Coach*



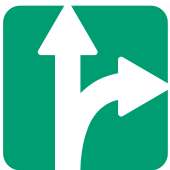


Turning Point Center OF CHITTENDEN COUNTY

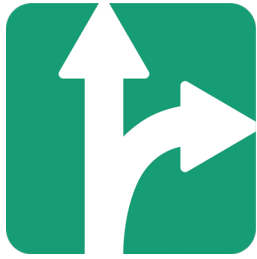
A safe and supportive environment for those in recovery...



179 S. Winooski Ave., Suite 301, Burlington, VT 05401
(802) 861-3150 ♦ www.turningpointcentervt.org



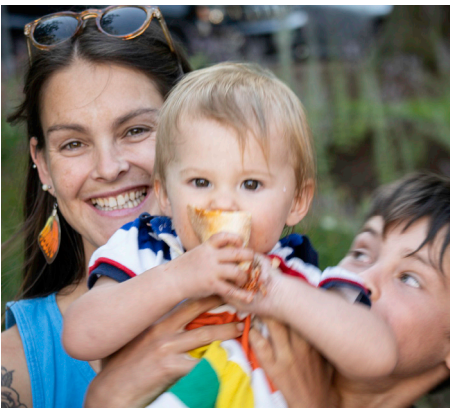
Turning Point Center
OF CHITTENDEN COUNTY



Turning Point Center
OF CHITTENDEN COUNTY

Turning Point Center of Chittenden County
3-Year Strategic Plan
2021-2024

Adopted by the Board of Directors: June 9, 2021



Real empathy. Real connections. Real solutions.

Background & Context

The context in which the Turning Point Center of Chittenden County (TPCCC) has provided its services in 2020-2021 is radically transformational. We have experienced with the rest of Vermont, the U.S., and the world a pandemic, polarization in how we think of democracy, and a deep call for fundamental honesty and action to improve justice, equity, diversity and inclusion, in all we do.

Some things, however, do not change. Recovery from substance use disorder continues to be a critical need, and our reason for being. We have worked to be resilient, adaptable, and creative. We transitioned coaching to telephone and on-line to keep staff and guests safe from the virus. We launched an outreach campaign to draw people to our website and services. We re-imagined our big events: the Circle of Stars recognition gala was transformed into the \$100,000 in 100 Days campaign, and Comedy Night went on line. We implemented safety protocols to make face-to-face connection possible again.



The Strategic Planning Process

In this context, the board of directors launched our 2021 strategic planning process knowing that we could not rely on the assumptions of earlier plans, past successes, or traditional outcomes. Nor could we rely on face-to-face meetings and walls covered with newsprint and sticky notes.

Our process included a round of interviews with partner organizations in the community, to gain insight into our current standing and what our partners hope for us going forward. The board reviewed the mission and vision to ensure alignment. A steering committee provided connection and communication, as working groups broke down by priority area to develop goals and objectives based on input, feedback, and an assessment of our environment. The Executive Director reflected with staff on the priorities and provided staff perspective. Staff and board developed annual action plans to continually carry out the objectives.

The Strategic Planning Team

This strategic plan is the result of the hard work of many, and we are grateful.

Steering Committee

Cathy Aikman, Jesse Bunch, Rosi Gowdey, Cyndi Haselton, Roger Kilbourne, Craig Weatherly

Working Group Members

Cathy Aikman, Patrick Brown, Rosi Gowdey, Sam Hemingway, Cam Lauf, Maureen Leahy, Hailey Ronconi

The process was facilitated by Anne Lezak and Christine Graham, who helped us to navigate these turbulent waters.

Board of Directors (Elected Annually)

Cathy Aikman, Vice-President, 2017 - present
Sarah George, 2018 - present
Rose Gowdey, President, 2019 - present
Cyndi Haselton, Secretary, 2019 - present
Sam Hemingway, 2019 - present
Roger Kilbourn, Treasurer, 2020 - present

Maureen Leahy, 2021 - present
Shawn Nolan, 2013 - present
Chris Powell, 2020 - present
Ron Redmond, 2020 - present
Hailey Ronconi, 2020 - present
Craig Weatherly, At-Large, 2013 - present

Vision

The Turning Point Center of Chittenden County envisions a strong and vibrant community where no one faces recovery alone and people in all our diversity achieve long-term recovery and successful lives.

Mission

The Turning Point Center of Chittenden County is an inclusive, compassionate community supporting those on multiple paths to recovery through peer-driven services in a safe, substance-free environment.



Board & Staff Statement on Racial Equity

In June, 2020 the Turning Point board and staff adopted this statement in response to the murder of George Floyd. It has served as a starting point for reflection and learning , and informs revisions in our mission, plans, and programs in order to be part of the solution to achieve greater justice and equity in our community and our society.

The Turning Point Center of Chittenden County stands in solidarity with the Black community in the fight against systemic racism and injustice. To be silent is to be complicit, and we have a duty and commitment to our Black guests, employees, volunteers, and extended recovery community to join our voice and our actions against such injustice. We acknowledge that we have work to do in the fight against the ongoing discrimination against people who are Black, Indigenous, and People of Color (BIPOC), and we are listening and educating ourselves. As we take this moment to express our condemnation of racism and our call for justice for all, we also commit to examine and grow our anti-racism practices. We hold ourselves accountable to ensure our practices and services are extended to all people in recovery in Chittenden County and beyond, and to incorporate, in particular, the perspectives and needs as expressed directly to us from BIPOC communities. **Black Lives Matter.**

Goals

1. Develop a more mature and diverse philanthropic financial base that enables the Turning Point Center to make significant progress in funding operations on a long-term sustainable basis.
2. Increase culturally appropriate programming for more diverse populations.
3. Document program efficacy in a quantifiable way and use that data to strengthen and promote programs.
4. Increase mental health supports in alignment with programs.
5. Create an educational campaign about substance use disorders to decrease stigma, increase participation in Turning Point Center services, and expand financial and community-based support.
6. Create and adopt consistent branding and marketing guidelines for all outreach and marketing materials to reach a diverse audience.
7. Ensure staff is well-supported, well compensated and has the expertise and competence they need to carry out Turning Point Center's mission for our increasingly diverse community.
8. Develop the board's ability to support and guide the vision, mission and direction of the Turning Point Center through board recruitment, continuous learning, and team-building that grow the Center's community relationships to increase the Center's diversity, inclusion and equity policies and practices throughout the organization.

Goals & Objectives

GOAL 1: Develop a more mature and diverse philanthropic financial base that enables the Turning Point Center to make significant progress in funding operations on a long-term sustainable basis.

Objective 1.1: Form a standing fundraising committee in June 2021, comprised of board members and the Executive Director, to cultivate and better inform larger individual and business contributors with a goal to expand the Center's private donations by 25% overall over the next three years.

Objective 1.2: In 2021, complete the planned giving design project with Leadership Champlain to implement in 2022 and subsequent years.

Objective 1.3: Launch two major fundraising appeals annually, starting Fall 2021. These appeals will be coordinated with and promoted during the Turning Point Center's events and activities.

Objective 1.4: Refine online giving options in Summer 2021 to encourage small donors to become sustaining supporters through monthly gifts, and to participate as volunteers in the Center's outreach, education, and fundraising activities both online and in-person.

Objective 1.5: Beginning Fall 2021, present the Center's programs to and request financial support from Chittenden County townships not currently contributing, beginning with at least seven of the 14 townships. In 2022, begin making annual requests of all 14 townships.

Objective 1.6: In 2021, introduce recovery services as an option to businesses in cooperation with Vermont Business for Social Responsibility, Lake Champlain Chamber of Commerce, and/or other business associations to expand recovery education and services under contract to area businesses.



GOAL 2: Increase culturally appropriate programming for more diverse populations.

Objective 2.1: Meet with leaders of at least three organizations that represent/serve diverse people and groups the Turning Point Center does not currently reach, to determine specific needs, develop partnering/contract relationships, and identify personnel from partnering organizations who will participate in recovery coaching training, post-training support and supervision, and then be available on site at their organization.

Objective 2.2: Provide information, services and programming in ways that are welcoming and culturally appropriate for the diverse populations of Chittenden County, and collaborate with organizations serving diverse populations as we do so.

GOAL 3: Document program efficacy in a quantifiable way and use that data to strengthen and promote programs.

Objective 3.1: Collect data from participants in each program (questions, frequency, validity, process, Results Based Accountability); and analyze and summarize the data to better understand the impact of programs and services and what gaps exist.

Objective 3.2: Review what data is currently collected; determine what is useful, what else is needed, operational definitions and how best to collect it while ensuring confidentiality, easy access to programming, and data reliability (assessment and standard development).

Objective 3.3: Highlight the good outcomes in communications with the community, guests, donors, through social media and print media and presentations; present and discuss with staff (for transparency, boosting and understanding).

Objective 3.4: Scrutinize the less than satisfactory outcomes and determine next steps toward improvement.

GOAL 4: Increase mental health supports in alignment with programs.

Objective 4.1: Partner with mental health agencies to provide ongoing training for Center staff to recognize and effectively work with guests with mental health issues.

Objective 4.2: Collect mental health resources available and share with guests (i.e. pamphlet, poster, discussion, website).

Objective 4.3: Apply for grants to support an on-site mental health provider for referrals and easy access to care.



GOAL 5: Create an educational campaign about substance use disorder to decrease stigma, increase participation in Center services, and expand community-based support.

Objective 5.1: Develop and deliver a presentation to 7-10 businesses, civic organizations, towns, and schools annually on the science behind addiction, the recovery path, and eliminating stigma.

Objective 5.2: Partner with other organizations, including those serving diverse populations, to create and promote a stigma reduction campaign using mainstream media/marketing, video, digital, and/or PSA, educational materials, messages at events, social media platforms, and our website.

Objective 5.3: Integrate these materials into orientation and training of the Center's staff, volunteers, and interns.

GOAL 6: Create and adopt consistent branding and marketing guidelines for all outreach and marketing materials to reach a diverse audience.

Objective 6.1: Work with a creative consultant to develop new branding and marketing materials and guidelines.

Objective 6.2: Revise Turning Point Center's materials, in print, on website, and through all social media platforms, to reflect updated branding and marketing content and guidelines.

Objective 6.3: Ensure all materials follow guidelines by implementing a development, review, and approval process, which includes diversity and inclusion standards.

GOAL 7: Ensure staff is supported and well compensated, and has the expertise and competence they need to carry out Turning Point Center's mission for our increasingly diverse community.

Objective 7.1: Pursue UVMCC funding in 2021 in support of health benefits for the Emergency Department coaches, on-call costs for 24/7 Emergency Department coverage, and advanced training for the coaches.

Objective 7.2: Review compensation and benefits and expand or enhance where possible and appropriate, based on funding, to ensure equity and to support strong performance.

Objective 7.3: Review and channel resources toward professional development opportunities for all staff, to enrich career development and to grow a culture of awareness and inclusion within the organization.

Objective 7.4: Recruit an increasingly diverse staff that reflects the richness of Chittenden County in cultures, sexual orientations, gender, race, socio-economic status, abilities, and more, both today, and in the unfolding future.

GOAL 8: Develop the board’s ability to support and guide the vision, mission and direction of the Turning Point Center through board recruitment, continuous learning, and team-building. This is with the intent to grow the Center’s community relationships, and to increase the Center’s diversity, inclusion and equity policies and practices throughout the organization.



Objective 8.1: Engage the board in outreach and fundraising opportunities, including the development of a board-based speaker and networking team to launch by January 2022 to act as ambassadors at-large throughout Chittenden County.

Objective 8.2: Engage the board and staff in continuous awareness-raising work through ongoing learning experiences.

Objective 8.4: Strengthen cooperation between board and staff through formal and informal activities.

Objective 8.5: Build a full, strong and diverse board membership by May 2022.

Objective 8.6: Complete a review of by-laws, policies, procedures and programs by the end of 2022, to align all aspects of TPCCC’s work with diversity, equity and inclusion priorities. Outside expertise may be sought to do this.



Turning Point Center
OF CHITTENDEN COUNTY

MORE INFORMATION:

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