

# 2023



# Impact Report

**Real empathy.  
Real solutions.  
Real connections.**



**Turning Point Center**  
OF CHITTENDEN COUNTY



## DEAR FRIEND,

In 2023, your steadfast support enabled The Turning Point Center of Chittenden County (TPCCC) to achieve milestones in our ongoing battle against addiction. We are immensely grateful for your commitment to our cause. We acknowledge that our ability to meet our community's rising needs relies on your generosity.



At the core of our mission is a powerful testament that recovery is possible. We provide a safe, non-judgmental, substance-free environment where individuals and families can find solace and hope to navigate their journey towards recovery. **Addiction can be fatal if not for recovery. We must continue empowering our community to believe they too can recover and they are never alone in their fight.**

Because of your support, we served nearly 1000 individuals in our coaching programs. We had over 9500 in-person visits to our community center, underscoring the center's crucial role in our county. In this report are highlighted outcomes from our recovery coaching programs. Recovery coaches work 24/7 in the hospital's emergency department, they work with parents striving to recover and reunite with their children, and in our county's housing systems, helping people find recovery during homelessness.

Thank you to our board of directors, dedicated volunteers, vibrant staff, committed donors, and trusted partner providers. Your impact is palpable. Thousands of individuals grappling with addiction have access to our center, where they find support and services.

Although we've done much, we move into 2024 able to do more thanks to you.

Cam Lauf, Executive Director



## BOARD OF DIRECTORS

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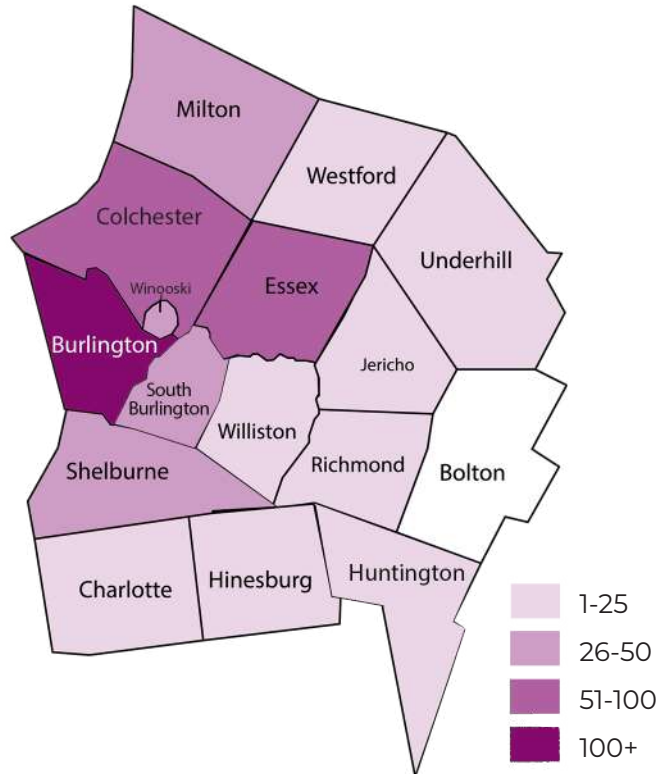


## STAFF OF TPCCC

**Tara Campbell**, *CRC, Emergency Department Recovery Coach*  
**Michael Couture**, *CRC, Emergency Department Recovery Coach*  
**Elsa Digiovanni**, *Peer Support Specialist*  
**Rachel Hamlin**, *CRC, Emergency Department Recovery Coach*  
**Heidi Hausler**, *CRC, Director of Parents in Recovery Program*  
**Christie Holmes**, *Director of Marketing & Development*  
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**James LaPierre**, *CRC, Emergency Department Recovery Coach*  
**Cam Lauf**, *CRC, Executive Director*  
**Mishka Lord**, *CRC, Emergency Department Recovery Coach*  
**Krista Marzewski**, *CRC, Peer Support Team Lead*  
**Laura Paddock**, *CRC, Emergency Department Recovery Coach*  
**Amanda Smith**, *CRC, Outreach Recovery Coach*  
**Timothy Stevens**, *Administrative Manager*  
**Serena Veilleux**, *Peer Support Specialist*  
**Chip Viau**, *CRC, Emergency Department Recovery Coach*  
**Olivia Watson**, *CRC, Coaching Services Team Lead*

# PARTICIPANTS IN ALL PROGRAMS, BY TOWN

Turning Point Center of Chittenden County is committed to serving individuals in our county. We provide flexible options, offering in-person, phone, and video conferencing sessions to meet the needs of individuals and families. Our services remain free of charge and easily accessible to those in our county. We are open 365 days a year from 9:00 am to 5:00 pm.



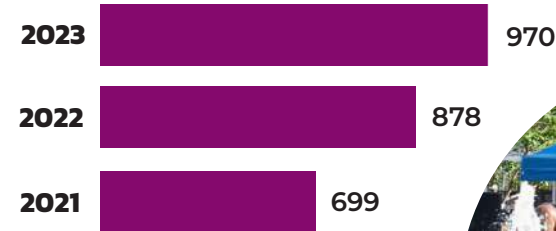
## Participants from each town in Chittenden County

Burlington 371	Jericho 8	Underhill 2
Charlotte 7	Milton 41	Westford 5
Colchester 60	Richmond 5	Williston 32
Essex 68	Shelburne 27	Winooski 48
Hinesburg 13	S. Burlington 42	*Other 239
Huntington 1	St. George 1	

\*Other include unknown, out-of-state county, and out-of-state.

# REFLECTING ON 2023: MEETING CRITICAL NEEDS

## Individuals Served Annually



Number of visits to the Turning Point Center in downtown Burlington

**9,515**



Over, **600** harm reduction packs distributed

*"I am thankful to Turning Point for the smallest things in life, like a coffee in the morning and helping me get a bed to sleep in at night, or just someone to talk to when things are not going right or a being a friend. Because of people at Turning Point, I have support and am not facing my addiction alone."*

*-TPCCC participant*

## RECOVERY COACHING WORKS: LIVES ARE CHANGED FOR THE BETTER



Three years ago, Amanda committed to sobriety and found help at TPCCC. Today, Amanda is a certified Recovery Coach focused on community outreach and helps others battling addiction

within our county's housing systems. Her recovery journey and **the support she gives others inspires her to continue making a difference.**

Amanda strives daily to build trust and connection with others she encounters in the Center or on the streets through our outreach program. "Trust is key," she emphasizes. "Many individuals battling addiction have been let down or judged in the past. So, I approach each interaction with empathy and understanding, letting them know I've been where they are and how difficult it is to overcome addiction." Read full article on our blog.

## OUR OUTCOMES PROVE IT!

*"It's gratifying to see someone go from feeling lost and hopeless to finding a sense of belonging and purpose. Knowing that I played a part in that transformation is what fuels my commitment to this work every day."*

*- Amanda Smith, Outreach Recovery Coach*

Since 2021,  
**83%**  
of people who met  
with a Recovery Coach  
in the Emergency  
Department opted  
for recovery services  
afterward.

**82%**  
of participants  
working with a  
recovery coach  
throughout 2023,  
reported an  
increase in wellness  
after 60 days.

*"Thanks to my recovery coach, I found my way from the hospital to a sober house. In the beginning, my mind was so foggy, and I was a mess. I didn't have a clue how to build a sober life. Together, TPC helped me move step by step, week by week, to where I am today. In June, I'll have two years sober!"*

*-Recovery Coaching participant*



Thanks to people like you,  
thousands of people struggling  
with addiction used our recovery  
services, peer programming, and  
recovery Center.

**Thank you for being part  
of the solution.**



**Turning Point Center**  
OF CHITTENDEN COUNTY

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