

Northeast Kingdom Human Resources
Press Release
10/27/04

Contact Information: Jade Erhard, Director, Human Resources
(802) 334-6744 (800) 696-4979

Northeast Kingdom Human Services' first recipient of the Patricia L. Rhodes Employee Achievement Award is Carol Boucher of Newport. Leonard Wellman, President of the Board of Directors, and Pat Rhodes, former Director of Human Resources presented the award and gifts at the Northeast Kingdom Human Services Annual Meeting, Thursday evening, in Newport.

At the 2003 Annual Meeting, the NKHS Board of Directors established the Patricia L. Rhodes Employee Achievement Award in honor of Rhodes' 35 years of outstanding service to the Agency. The award is presently annually to an NKHS employee, who, in the past year, has demonstrated creativity, commitment, competence, and collegiality in his/her work with service recipients and in relationships with fellow employees as exemplified by Rhodes.

Boucher, currently the Assistant Director of Children's Programs for the Mental Health Division, has most recently been with the Agency since 1981. She earned a Bachelor of Arts in Behavioral Science from Lyndon State College.

In their nominations of Boucher for the award, staff commented on her attributes for the award:

Creativity, "She is fair and direct, always has a positive attitude and is forever creative and also realistic in coming up with ideas to solve the multitude of problems that come to her...Even when financially we are not able to meet our clients' needs, Carol finds another way. She knows all the resources in the community and helps us contact them...She is able to creatively wrap children in crisis. There have been times when her support was crucial to the safety and security of a child who was in crisis."

Commitment, "Carol has got to be one of the hardest working, most dedicated, compassionate individuals I've had the pleasure to work with. Her believes in human capability and her capacity to be successful in family and child issues and challenges are contagious. She is a great resource for energizing staff as they sometimes struggle due to the very difficult work they do."

Competence, "Carol is a strength-based clinician, who can point out the strengths in the most difficult person/consume with whom she is working...Carol is consistently sensitive to people and their issues. Carol can also professionally present the realities of funding restrictions to a treatment team as well as help them creatively devise another approach to the financial situation at hand. Carol has the highest caliber of professionalism....She has proven herself as a role model in her profession."

Collegiality, “Carol has a wonderful way of making everyone around her feel they are each very respected, important, competent individuals capable of great things. She realizes the important role that each and every employee of the Agency plays in carrying out our mission. Her upbeat, can-do attitude, constant smile and overall cheerfulness are a real treat. It makes coming to work all that more pleasurable...On a personal level, I aspire to become as amazing a woman as Carol Boucher...Carol is the kind of person who can give constructive criticism in a way that can be accepted without the feeling of failure. Carol has created a safe environment for the Children’s workers to talk openly about anything. NKHS is fortunate to have her because she is who she is, and it makes working here a comfortable and confident place for me.... And to top it all off, she has a wonderful sense of humor!”

In addition to a gift and monetary reward, a plaque with the award criteria and the recipients’ names will grace the lobby of the building where the recipient most usually works. For the next year the plaque can be viewed in the 154 Duchess Avenue office, in Newport.

Other nominees for the award are recognized for their service and contributions to the Agency: Dixie McFarland, Lyndonville, Developmental Services Division Director; Andrea Fressie, Lyndon, Resource Specialist & Supervisor, Children’s Program; Jamie Fournier, Derby, Transitional Housing Manager; Nancy Morley, Derby, Service Coordinator, Developmental Services Division; Dennis Therrien, St. Johnsbury, Records Clerk Librarian, Administration; Roger Guest, Newport, Therapist/Case Manager, Mental Health Division; Deborah Cogan, Newport, Senior Coordinator, Developmental Services Division; Angela Walters, St. Johnsbury, Children’s Program School Services Coordinator, Mental Health Division; Jeannine Hawkins, St. Johnsbury, Senior Coordinator, Developmental Services Division; Simon Fisher, St. Johnsbury, Case Manager, Children’s Program, Mental Health Division; and Cynthia Farnsworth, Waterford, Program Coordinator, Mental Health Division.

Northeast Kingdom Human Services, Inc. is a not-for-profit agency with approximately 450 staff and an annual budget near \$20 million which provides services for residents of Caledonia, Essex and Orleans counties in the areas of mental health, substance abuse prevention and recovery, and daily living for developmentally disabled and those with severe and persistent mental illness. Since 1960 the Board of Directors, which includes a majority of consumers and consumer advocates, has overseen the development of around the clock services for mental illness crisis intervention, of outreach programs for children and families, and of support services in daily living in small group homes, work settings and nursing homes. Tri-County Substance Abuse Services and Children’s Mental Health Programs cooperatively work within the schools as well to provide services convenient to the consumers and their families. Primary offices are located on Duchess Avenue and Seymour Lane in Newport, and on Railroad and Summer Streets in St. Johnsbury. Services are offered through a satellite office in Hardwick and several small office sites in Newport and St. Johnsbury, school placements throughout the Northeast Kingdom and five small group homes for clients in Orleans and Caledonia counties.