

CHR at a Glance



ANNUAL
QUALITY OF
CARE REPORT - 2017

chr 
REAL LIFE. REAL HOPE.

OUR MISSION



CHR's mission is to help adults, children and families find **Real Hope** for the challenges of **Real Life** through an array of community-based mental health, substance use, child welfare, supportive housing, foster care, prevention and wellness services, and integrated care.

Our name embodies our commitment to community-based care, instilling hope for a healthy, happy and productive future, and utilizing all available resources to achieve change. CHR is proud to provide services that achieve **Real Quality** with **Real Results**.

24K

Number of
clients
served by

823
total **staff!**

33K

Calls to the
Assessment
Center!

32

Locations
in CT offering
more than
80 unique
programs!

2

Number of
years CHR
ranked in
the top 2 of
all large
employers
in the
TopWorkplace
Survey!*

*We are the only behavioral healthcare provider to receive this distinction!

CHR's Inspiring Story

Nothing tells a story like numbers. After more than 50 years of helping individuals, families and children throughout Connecticut achieve health and recovery, CHR has some impressive numbers to share. We hope you enjoy this report and the snap shots of our recent achievements.

No doubt, we had our challenges, particularly with regard to diminishing state support. Traditionally, we have relied on state grant funding to help provide intensive services for the most seriously ill individuals. Despite the cuts, CHR continued to grow and thrive. We were once again named one of the state's top 2 workplaces among large employers according to the annual Hartford Courant survey and we expanded critical services to address the opioid use crisis.

Going forward, we will continue to seize new opportunities for growth to best meet the needs of the individuals we serve and we will continue to rely on the wonderfully generous donors and supporters who have strongly supported our mission through the years. Thank you so much for your continued support!

Sincerely,

HEATHER M. GATES,
President & CEO

LAURA TORDENTI,
Chair, Board of Directors



Aggressively Addressing the Opioid Use Epidemic

CHR swiftly mobilized new and expanded programs to help Connecticut address the opioid use crisis. We are now among a select few healthcare agencies to offer all three options for Medication Assisted Treatment and always offer clients a full range of support services to enhance their recovery.



4 locations offering complete care for opioid use addictions, including Medication-Assisted Treatments and comprehensive support.



All three of Medication-Assisted Treatments offered at CHR.

3 CHR locations, Manchester, Bloomfield and Putnam, now offering ear acupuncture to enhance substance use treatments.

CHR is

1 in 4 agencies statewide offering MAT to young adults through Multi-dimensional Family Therapy, an evidence-based, DCF funded program.



3x's increase in individuals seeking treatment for opioid use addictions in recent years.



19K number of smiles all CHR therapy dogs have caused *and counting!*

Individuals served through CHR's Outpatient Clinics in FY 2017 expressed widespread satisfaction with the services they received:

99%

of active adult substance use patients were satisfied with their experience at CHR.

96%

of adult substance use patients say they were treated with respect.

87%

of adults receiving substance use services from CHR programs in FY 2017 believed that these services had contributed to reductions in their symptoms and to their recovery.

“ ”

My life was spiraling out of control. I was heavily addicted to opioids and was close to becoming homeless. A family member gave me information about CHR. I finally made an appointment and it was the best thing I've ever done. For the first time in a long time, I saw light at the end of the tunnel. Thank you to all of the CHR staff who have helped me and continue to support me.

- J.R., CHR client



Working to Reverse Trends

Of all the overdose deaths in Connecticut in recent years, an alarming number – 43% – occurred among men and women who were recently released from prison. In an effort to address this disparity, CHR is working with the Department of Correction and the Department of Mental Health and Addiction Services to launch innovative programs to ensure that people with opioid use addictions begin treatment during their incarceration and that their care will continue once they reenter communities and begin new lives. “Addiction is not a crime. Once a person has completed their sentence, their healthcare needs should continue to be met,” said CHR’s President and CEO, Heather Gates. “We are very proud to be working with state leaders on these re-entry programs.”

Expanding Services for Children & Teens

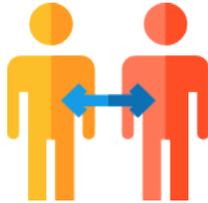
CHR is committed to helping children, teens and families overcome trauma and learn lifelong skills that promote resiliency and health. We offer a wide range of outpatient, residential and community-based programs to help today's children thrive, including many evidence-based practices.

13 programs offered in communities to help children and families.



9 new school-based clinics run by CHR licensed therapists and growing.

100% of all CHR behavioral healthcare staff at Charter Oak Health Center are bilingual and bicultural.



5 trauma-focused evidence-based treatments offered in CHR's Child Outpatient Practice.



94%

of all families whose children received care at CHR reported that staff were sensitive to their cultural/ethnic background.

93%

of children and youth who received a response from CHR's Emergency Mobile Psychiatric Services during FY 2017 were diverted from hospitalization for their psychiatric issues.

92%

of all families surveyed from CHR's community-based programs said they were satisfied with the services their child received.

Improving Health & Wellness

CHR is pursuing a variety of innovative ways to help our clients obtain quality primary care and wellness services, along with expert care for mental health and substance use challenges. In addition, CHR is partnering with primary care practices in the region including Charter Oak Health Center and First Choice Health Centers, to bring vital behavioral health services into medical offices.

1,250

CHR is managing the state's largest Behavioral Health Home and coordinating complete care for more than 1,250 adults with serious mental illness and chronic medical conditions.

reduction in high blood pressure among adults who participated in wellness programs at CHR for more than 6 months.

50%

Next: CHR will expand services in its Bloomfield site to include primary care and holistic medicine, in partnership with Charter Oak Health Center.

“

I was very overweight and I live with mental health issues. My doctor referred me to CHR because they offer primary care and mental health services to treat the whole person. Now, mentally, I feel back on track and physically, I feel and look like a different person! They taught me how to cook healthy meals and manage my stress through yoga. I'm so grateful to my Whole Health team, thank you.

-T.M., CHR client

”



56 participants in CHR's new trauma-informed yoga class in Manchester.

This program is made possible by CHR and a grant from the H. Louise Ruddell Charitable Fund, part of the Hartford Foundation for Public Giving.

Executive Management Team



Guided by compassion and respect, CHR transforms lives by offering hope. CHR's Executive Management Team is directly responsible for ensuring this happens. As experts in their respective fields, each brings years of training and experience to providing the highest standard of quality services.

Heather Gates, MBA
President and CEO

Steven Madonick, M.D.
Medical Director

Kathy Schiessi, LCSW
Senior Vice President of Child and Family Services

Turkessa Antrum, MBA, SPHR
Vice President of Human Resources

Maureen McGuire, MA
Vice President of Business Development, Marketing and Communications

Michele Gaudet, CPA
Chief Financial Officer

Coleen Dobo, Psy.D
Senior Vice President of Adult Services

Jaquel Patterson, ND, MBA
Vice President of Operations

Sandra Donahoe
Vice President of Population Health, Performance Improvement, Compliance, and CHR Support
*Not pictured and new as of April 2018

Board of Directors



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Central Connecticut State University

Sheldon Bustow*
BKV Solutions

G. Duncan Harris, Ed.D
Manchester Community College

Michael Kearney - Vice Chair
The Hartford

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Aligne Wealth, LLC

Cheryl Curtis - Secretary
Retired, College of Education,
University of Hartford

Steven Erickson*
Whittlesey & Hadley, CPA

Penni Micca*
Interval House

Ayesha Clark - Treasurer
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of Revenue Service

Ruth Fortune
Bank of America/Merrill Lynch

John Perkins
Hartford Public Schools

Jason Jakubowski - Past Chair
Foodshare

Nathan Fox*
Center Church, the First Church
of Christ in Hartford

Cherie Trice*
Foodshare

*Not pictured

CHR Unveils New Giving Levels

CHR introduced new giving levels in 2017 and at the same time, announced two pacesetting gifts at the highest level! The first two gifts at the “Be a Hero,” level were from entrepreneur **Phil Tartsinis**, of Enfield, and the law firm of **Shipman & Goodwin LLP**, and are providing lead sponsorships for CHR’s 2018 fundraising events.

“We are so grateful to Phil Tartsinis and Shipman & Goodwin for their inspirational support to CHR and our mission,” said CHR’s President and CEO, Heather Gates. At the end of 2017, a third “Be a Hero,” gift was announced: CHR’s Executive Management Team.

Many more opportunities are available to support CHR. To learn more, please contact Maureen McGuire, Vice President of Business Development, Communications and Marketing at mmcguire@chrhealth.org or visit www.chrhealth.org.





Phil Tartsinis

CEO of Professional Properties of Enfield

Donor Profile

This is the first in a series of profiles introducing some of CHR's most loyal donors and friends.

Why do you support CHR?

CHR provides vital services to people in our community who are struggling with addictions or behavioral health challenges. Moreover, the services are not only high quality but delivered at a lower cost. My company manages property for the Enfield outpatient site so I've had the privilege of seeing first-hand what CHR can do. I've seen people completely transform their lives. With the right help, people can turn their lives around and recover.

What message would you like to share with other individuals or businesses who are considering supporting CHR?

Now more than ever, we need to band together as a community to address healthcare issues like the opioid use crisis.

These issues affect the entire community and CHR is leading the way with new treatments and adding programs like primary care. It's important that the community understands the work CHR does and the positive impact it makes every day.

What are some of the other ways you support the community?

I'm involved with the North Central Chamber of Commerce and the Board of Directors for Johnson Memorial Hospital and Trinity Health of New England, along with other civic groups in my area. I support first responders and local police and firefighters. I'm part of the community and want to see our area continue to move forward.

Giving Highlights



It was a beautiful day in September 2017 for CHR's **10th annual Golf and Tennis Outing**. The event was chaired by CHR Board member Cy Hess of West Hartford and the tennis outing was chaired by Phil Rockwell of Simsbury, Lisa House of Avon and Dilip Rangnekar of West Hartford.

Giving Highlights

\$70K

raised at CHR's Annual
Golf and Tennis Tournament,
benefiting CHR's Behavioral
Health Programs!



In May of 2017, CHR moved its longstanding 5K run to a new venue: Great River Park in East Hartford and renamed the event, "CHR's 1 in 5," to align with the fact that one in five Americans will need the services of a behavioral healthcare provider in their lifetime. The event was a big success, raising more money than any previous 5K!



\$20K

raised - benefiting CHR's
Child and Family Programs
during the 2017 5K!

\$14K+

raised - benefiting CHR programing!

A big THANK YOU to our friends with TeamMAD (Making a Difference) who organized the nation's first half marathon racing against a steam engine during the **Steam Train Half Marathon** in October of 2017. The event was a huge success, drawing runners from across the country!



Community Support

On behalf of all our clients and staff, thank you!

10th Annual CHR Golf & Tennis Outing

Neil A. Clark
Genoa Healthcare
Charter Oak Health Center
Shipman & Goodwin LLP

AMF Property Management
Anthem Blue Cross Blue Shield
Borghesi Building & Engineering Co., Inc.
C.I.G. Retirement Plan
Carter Chevrolet
CBP
Cherie Trice
CHR Executive Management Team
CohnReznick
Coleen Dobo
Consulting, LLC
Credible
CT Business Systems
Cy Hess
eBenefits Group
Goodwin Group at Merrill Lynch
Graff Public Solutions, LLC
Howard Orr
Jason Jakubowski
Jason Ramos
Larry and Lynn Pollack
Laura Tordenti
Mutual of America
Nate Fox
Newfield Construction
Nick Sanborn
Paul B. Bailey Architect, LLC
Pension Consultants, Inc.
ProHealth Physicians
Recovery Network of Programs
Rose & Kiernan
Russ and Molly Paine
Sam Moy
Sky Investment Group
The Savings Institute Bank & Trust
Thomas McGee
Timothy Ruark
Tom Mihalek
Ultimate Software

Windsor Federal Savings
Workers Compensation Trust
Kathy Schiessl
Maureen McGuire
Michele Gaudet

CHR's 1 in 5: 5K Sponsors

Professional Properties of Enfield
Shipman & Goodwin LLP
First Choice Health Centers
Genoa Healthcare

Achilles International
American Eagle Federal Credit Union
Anthem Blue Cross Blue Shield
Awards & More
Ayesha Clarke
Bob Pagani
CBP
Charter Oak Health Center
Cherie Trice
Coleen Dobo
Graff Public Solutions, LLC
Harrison Family
Harvard Pilgrim Healthcare
Heather M. Gates
Jaquel Patterson
Kathy Schiessl
Maureen McGuire
Minerva Potbottom
Mutual of America
Northeast Family Federal Credit Union
Paul B. Bailey Architect, LLC
Penni Micca
Rose & Kiernan
Ruth Fortune
Steven Madonick, MD
The Hartford
Tobacco Valley Teachers Federal Credit-
Union
Transfer Enterprises
Turkessa Antrum
Zorefa Mohamed

CHR's 1 in 5: 5K Individual Donors

Cecilia Walpole Griffin
Melanie Mather
Michael Wilson
Noah Griffin

Thank you to all of
the runners and walkers who
participated in our event!

Annual Campaign

A&A Pest Control, Inc.
Alaina Lasnier
Amy Klein
Auerbach Foundation
Bernadette Brown
Betty Domer
Beth Sondergaard
Bill Rock
Brenda Earle
Brent J. Munson
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Christina Maxwell
Coleen Dobo
Colleen Harrigan
Dave and Tracie Compositor
David F. Hurley
David Zeligson
Deborah Cass
Deborah Mancuso
Deborah Manzano, Psy.D
Donna Camerota
Donna L. Wertz
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Suffield
Francis and Jessica Ziccardi

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Grier Stanley
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Helen Bradley
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Janice Reeder
Jaquel Patterson
Jason Jakubowski
Jason Ramos
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Jennifer Harris
Jennifer Nadeau
Jennifer Saylor
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Jessica Grillo and John Enos
Jessica Sammataro
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Karim Vergara
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Katherine Hesselbach
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Lauren Naworski
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Malika Nelson
Marc and Kim Kennedy
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Michael Dewberry, MD
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Nicholas Olmo
Nicholas Sanborn
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Peggy Winsman

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Silk City Coffee, LLC
Simone A. Powell
Stan Schapiro
Steven Erickson
Sue Perez
Susan Canty
Susana Grados
Suzanne Chayes
Sydney Hayes
TeamMAD
The Connecticut Water Company
The Moms Club of Tolland
Theresa Duston
Turkessa Antrum
William Buller, Jr.

Farmington Valley Jewish--
Congregation
Genoa Healthcare
Heather M. Gates
Jayme Lunginbuhl
Jessica Dwyer
Joanne Gowdy
Joe Enright
Joe Tenner
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Julianna Dupuis
Kathy Schiessl
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Lisa Roscoe
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Macy's
Mills House
New England Family-
Dentistry
Newfield Construction
Raymour and Flanigan
Site One Landscape Supply
Stephanie Hoey
Sue Morel

Adopt-a-Family Holiday Program

Heather Johnston Newfield Construction

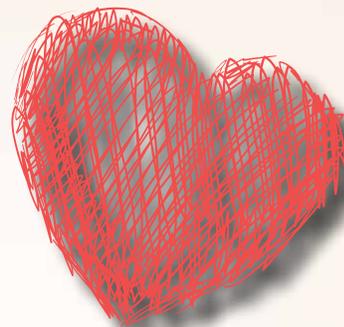
Abby Gagnon
Alisa Palmer-Winston
Angelina Bissonnette
Ashley Ryea
Bryan Kunkel
Cheryl Curtis
CHR's Board of Directors
CHR's Behavioral Health Home Team
CHR's Compliance Team
CHR's Human Resource Team
Coleen Dobo
Colleen Harrigan
CT Alliance to End -
Sexual Violence
Deb Cass
Dianne Sirois
Dr. Katherine Golar
Elaine Kardock
Eva Calderon

We would also like to thank our many friends and supporters who gave anonymously as well as the many caring individuals, groups, volunteers and local businesses who donated in-kind items to our various programs and fundraising events throughout the year.

This report has been prepared by the CHR Development and Communications Office. We have taken great care to ensure that complete and accurate listings appear. However, a mistake can sometimes be made and should you find an error, please bring it to our attention.

Contact: Maureen McGuire, Vice President of Business Development, Marketing and Communications at 860.697.3348 or email mmcguire@chrhealth.org. Thank you!

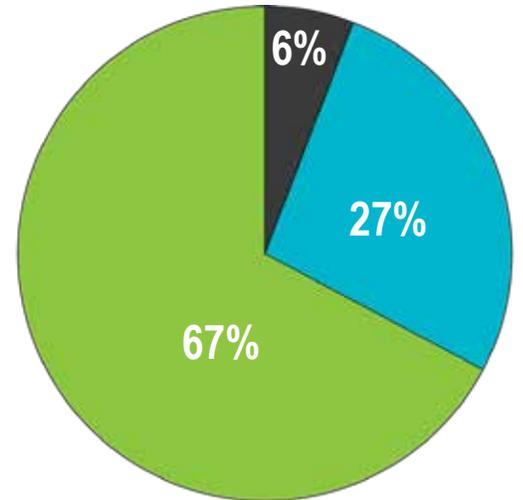
To become a CHR donor,
please visit: chrhealth.org!



FINANCIAL INFORMATION

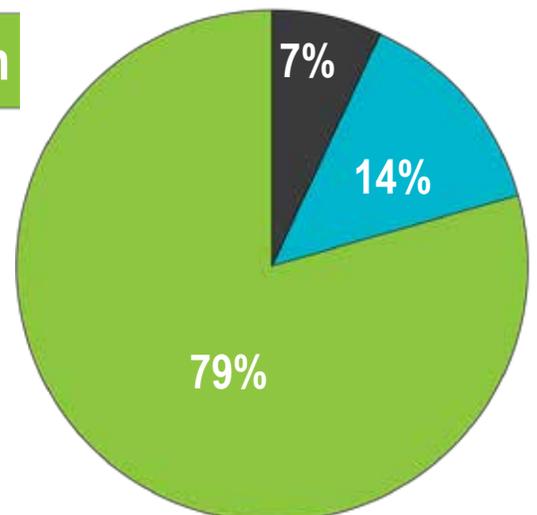
Support

Government Grants for Programs
Fees Paid by Clients & Third Parties
Private Grants, Contributions & Miscellaneous



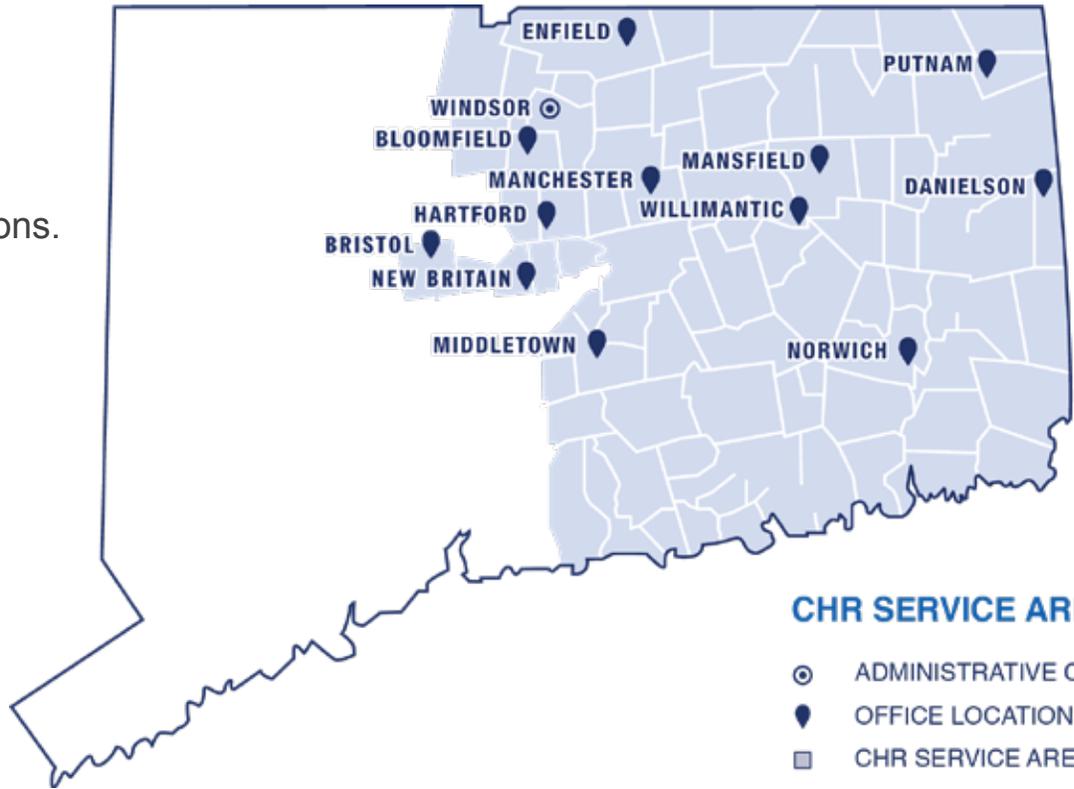
Operating Expenses

Services & Benefits
Non-Personnel Expenses
Other Expenses



32

convenient locations.



80

programs
and services.

24K

children, teens, families
and adults served.

1

simple call
or click.



1.877.884.3571

chrhealth.org



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