

What Makes CHR Different?



2016

Annual Quality of Care Report



REAL LIFE. REAL HOPE.

Now in our 51st year, CHR is the most comprehensive nonprofit behavioral healthcare agency in Connecticut, fostering creative, cost-effective solutions to the biggest problems facing our state.



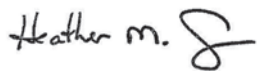
A Year of Honors and Accomplishments

We had no idea it was coming ... until we saw the petals. Moments before the number-one Top Workplace Award was announced, the bright and bold petals of CHR's logo popped onto the large screen in front of the crowd at the Hartford Courant's Top Workplace reception. Everyone at our table stood, cheered and did a little dance. What a joy!

Being named the **number-one** Top Workplace among all larger employers was just one of many honors for CHR over the last year. Like all of our achievements, the Top Workplace designation was the result of the commitment and passion of CHR's staff. Our team continues to go above and beyond to meet the needs of every child, family and individual we serve.

In this year's Annual Quality of Care Report, we will share the many ways CHR is leading the state to tackle difficult problems and forge solutions that help thousands of people, every day. Even before the Top Workplace Award, we knew CHR was a winner in so many ways.

Sincerely,



Heather M. Gates, MBA
President and CEO



Jason Jakubowski
Chair, Board of Directors



Pictured at CHR's 50th Birthday Gala Celebration:
Heather M. Gates with keynote speaker,
Mariel Hemingway, and Jason Jakubowski.

Battling the State's Opioid Epidemic

... with a personalized, comprehensive approach



CHR has seen, first hand, the devastating consequences of the national opioid epidemic and is leading efforts to help men and women of all ages get the care they need.

- CHR advocates for a three-tiered approach to care that includes Medication Assisted Treatment (MAT) with either buprenorphine, methadone or vivitrol; outpatient therapy, including intensive therapy and education (IOP); and robust case management and peer support services to help secure a foundation for sustained recovery.
- CHR continues to offer an innovative, outpatient substance use program for teens that gives young adults tools they can use throughout their lives to build confidence and strength.
- CHR was selected to pilot a new program offering the three-tiered approach in its Willimantic office, thanks to federal grant support secured by the state Department of Mental Health and Addiction Services (DMHAS).
- CHR continues to offer MAT as well as comprehensive supports in Manchester, Enfield and Putnam. CHR's long term goal is to expand MAT to all clinical sites.

86%

of clients in CHR Outpatient Clinics who were seeking help with substance abuse issues were Very Satisfied with the improvements made in their ability to cope and control their symptoms.

"It took a lot of support from CHR for me to recover but I did it. I have my life back."

- Mary, CHR client

Preventing Suicide

... with research-based initiatives



CHR is responding to the deeply troubling trend of increasing suicide rates through several research-based initiatives.

- CHR is participating in the statewide Zero Suicide initiative and is aggressively screening and tracking all clients, of all ages, for potential suicide risks.
- CHR is also part of a statewide effort to reduce suicide among young adults between the ages of 10 and 24 and is leading a Manchester-based suicide-prevention coalition through outreach, education, screening and direct prevention services. This project is a collaboration between CHR and the Garret Lee Smith Suicide Prevention Community Network of Care.

"I've been bullied on and off for years. Social media doesn't help. My parents made me start seeing a therapist at CHR. I didn't realize I was close to the edge, but my therapist did and got me the extra support and coaching I needed to overcome my scary feelings. I'm in a different school now and have been doing better. Thanks to CHR I feel stronger. I feel like me again."

- Lía, CHR client

Helping People Find Real Hope ... in all aspects of their lives



Healthcare does not stop at the doctor's office or after a therapy visit. For more than 51 years, CHR has worked to ensure that every client's health and recovery is supported in all aspects of their lives.

- CHR's vibrant Housing Program helps hundreds of people find safe and affordable housing every year and connects people with resources they need to remain healthy.
- CHR opened its second Supportive Housing apartment building on Center Street in Manchester in 2016, expanding services to individuals, families and veterans.
- CHR's robust care coordination and case management programs connect people with a range of vital services every year. For the convenience of families with young children, most of these programs are based in their communities.
- CHR continues to run two successful therapeutic recovery centers for clients – known as the Club Houses – giving people a wide range of activities and opportunities for learning and personal development.

100%

of Center Street Supportive Housing residents remained stably housed throughout the year or moved into private housing.

92%

of Care Coordination clients from Enfield and Manchester were stably housed throughout their enrollment in the program.

Improving Health

... through collaborations with primary care practices



There's nothing easy about living with a serious mental illness. In fact, adults with a serious mental illness tend to die 25 years earlier than the general population. CHR is working diligently to address this alarming health disparity by forging collaborations with primary care providers.

- CHR providers are now seeing patients at Charter Oak Health Center in Hartford, one of the largest Federally Qualified Health Centers (FQHC) in the state.
- CHR continues to partner with First Choice, an FQHC based in East Hartford, to help provide primary care and prevention programs for clients in Manchester.
- A CHR Child and Family outpatient therapist is now seeing patients in Pro Health's Rocky Hill pediatric office.
- CHR's Whole Health program continues to run several wellness programs focused on nutrition, exercise, stress management and more.

- CHR's Behavioral Health Home (BHH) continues to coordinate physical and behavioral healthcare needs for more than 1,200 clients, representing the largest program of its kind in the state.

Jennifer, started working with the BHH team when her weight reached 330 lbs with a body mass index (BMI) of 56.64. After 18 months of encouragement, exercise and nutritional help, she weighs 299 lbs with a BMI of 54.20. Jennifer has stopped drinking soda, and continues to eat healthy foods, and workout at CHR's new Manchester onsite fitness room.

"I still have work to do but with my new energy levels and outlook on life, I know I can continue my path to a healthier self thanks to my BHH team."

Advocating

... to give a voice to our most vulnerable citizens



CHR works proactively to improve the lives of the individuals and families we serve through advocacy on the regional, state and federal level.

- Working with a coalition of advocates on the state and federal level, CHR has made strides to protect funding for mental health and addiction services. In recognition for her successful advocacy work, CHR's CEO, Heather Gates, has been recognized in recent years as a Healthcare Hero and the Top Leader of all large businesses in the region, according to the Hartford Courant's annual Top Workplace awards.
- With funding secured through the Hartford Foundation for Public Giving, CHR opened a Spanish-speaking Child and Family behavioral health clinic in the Parkville section of Hartford. Importantly, this program ensures that families can receive the services they need, in the language they speak.
- Together with WNPR, CHR launched a new series to help raise awareness that hope and recovery from mental illness and addictions are possible. *Real Life, Real Hope Moments* share stories from local people whose lives have been changed thanks to CHR.
- CHR launched its first Peer Support Program so clients in recovery can share their journeys of health and recovery with others who are facing similar challenges.

"CHR strives to be the voice for the most vulnerable people in our society and to be sure their needs are met."

- Heather M. Gates

CHR in the news

CHR held an elegant and successful 50th Birthday Gala last spring.



From left to right, CHR Board member Ruth Fortune, Board Chair Jason Jakubowski, CEO Heather Gates and Board members Cheryl Curtis, Ivette Rivera-Dreyer, Ayesha Clarke, G. Duncan Harris and Vice Chair Laura Tordenti.

CHR was once again recognized as one of the Top Workplaces in Connecticut. In fact, CHR was the **number-one ranked large employer in the region and Heather Gates, our President and CEO, was honored as the top leader of a large employer!** Now in its 6th year, the Top Workplaces list is sponsored by the Hartford Courant and based on objective data gathered through anonymous surveys.



CHR in the news

In an effort to enhance and expand substance use services in the region, **CHR joined forces with New Directions**, a highly-regarded addiction treatment provider in Enfield.



CHR's Adopt A Family Holiday Program connected more than 70 families in need to individuals, organizations and companies who helped make the **holidays** a little more special through their generous giving. This year's supporters included the Channel 3/Liberty Bank Surprise Squad, who surprised one lucky family at their home with \$600 worth of gifts.



In a continuing effort to build strong, collaborative support to combat the opioid use epidemic in eastern Connecticut, several local and federal officials held a forum at CHR's Putnam campus last fall. Pictured here, from left to right, U.S. Senator Chris Murphy and CHR's Miranda Nagle, Prevention Specialist and Griswold Pride Coordinator.



Kathy Schiessl, LCSW, (center), CHR's Senior Vice President for Child and Family Services and an accomplished advocate for children and families, was **honored as a finalist in the annual Health Care Heroes awards ceremony**, sponsored by the Hartford Business Journal.



CHR in the news

Officials with CHR and guests, including Connecticut Lt. Gov. Nancy Wyman, Commissioner of the DMHAS Services, Miriam Delphin-Rittmon, and Manchester Mayor Jay Moran, dedicated CHR's **two new buildings in Manchester**: the Center for Health and Wellness and the Center Street Two Supportive Housing Center.



Hartford Mayor Luke Bronin joined CHR and other elected officials to formally cut the ribbon for **CHR's new Latino Clinic for Children and Families in Hartford**.



CHR's Annual Events

CHR held its 9th annual **Golf and Tennis Tournament** at Hop Meadow Country Club in Simsbury. It was a sunny day and a **huge success!**



CHR announced its **10th annual 5K and fun walk will be held in a new location with a new name on Saturday, May 20, 2017**. The new venue is Great River Park in East Hartford and the new name is CHR's 1 in 5, in recognition that 1 in 5 Americans will need the services of a behavioral healthcare provider in their lifetime.

Board of Directors



Left to Right:
Michael Kearney, John Perkins, Laura Tordenti, Ayesha Clarke, Heather Gates,
Jason Jakubowski, Cy Hess, Cheryl Curtis, Ruth Fortune, G. Duncan Harris

Jason Jakubowski, Hospital for Special Care, Chair

Laura Tordenti, Central Connecticut State University, Vice Chair

Ayesha Clarke, State of Connecticut, Department of Revenue Service, Treasurer

Cheryl Curtis, College of Education, University of Hartford (retired), Secretary

- **John Perkins**, Hartford Public Schools
- **Penni Micca**, Interval House*
- **Cherie Trice**, Key Bank*
- **Steven Erickson**, Whittlesey & Hadley, CPA*
- **Ruth Fortune**, Bank of America/Merrill Lynch
- **G. Duncan Harris**, Ed.D, Manchester Community College
- **Nathan Fox**, Center Church, the First Church of Christ in Hartford*
- **Cy Hess**, Aligne Wealth, LLC
- **Michael Kearney**, The Hartford

*not pictured



In Memoriam: *Ivette Rivera-Dreyer*

CHR mourns the loss of Ivette Rivera-Dreyer who actively served on the Board of Directors for more than 10 years. Like everything in her life, Ivette brought enormous energy and enthusiasm to her leadership role with CHR. She whole-heartedly supported our mission, was active with many committees and worked diligently on CHR's annual Golf and Tennis Tournament and the 50th Birthday Gala. We remain grateful for her years of service and friendship.

Executive Team



Officers:

Heather Gates, MBA, President and CEO

Michele Gaudet, CPA, Chief Financial Officer

- **Turkessa Antrum**, MBA, Vice President of Human Resources
- **Coleen Dobo**, PsyD, Senior Vice President, Adult Services
- **Steven Madonick**, MD, Medical Director
- **Maureen McGuire**, MA, Vice President of Business Development, Marketing and Communications
- **Jaquel Patterson**, ND, MBA, Vice President of Operations
- **Stan Schapiro**, LCSW, Senior Vice President, Adult Services (retired March 2017)
- **Kathy Schiessl**, LCSW, Senior Vice President, Child and Family Services

"We are in this for the mission, to fight against the very idea that we can throw away people who have had a more difficult life, that those people have no value. Instead, we believe that everyone, no matter their background, is entitled to respect and dignity, to a chance at a job, to decent housing."

- Stan Schapiro, from remarks at his retirement reception

Annual Campaign

Aetna Foundation, Employee Giving Match
Joseph and Ella Alaimo
Turkessa Antrum
Joella Banker
Jill Benson
Dr. and Mrs. Richard Bridburg
J. Broder
Bernadette Brown
Susan Canty
Nancy and Paul Carew in memory of Theresa Mrosz
Carter Chevrolet
Deborah Cass
Renata Chase
Jonathan Chasen
Suzanne Chayes
Thomas and Ayesha Clarke
CMVA
Elizabeth Connolly
Doris Coughlin
Crossroads Presbyterian Church
Patricia Cruz
Cheryl Curtis
Ronald Davidoff
Betty Kay Domer
Douglas and Sarah Dorman
Ivette R. Dreyer
Sharon Dudley
The Women's Club of Enfield
Steven C. Erickson
Eversource Energy Foundation
First Church of Christ, Congregational Suffield
Albert Faloretti
Anne Marie Ferguson
Sandra MacVarish-Franklin
Dorothy Fransen
Abby Gagnon
Ted Garrity
Heather M. Gates
Michele Gaudet
Joan Gionfriddo
Abraham Goldberg
Jennifer Greer
Law offices of Chad G. Greiner, LLC
Andrea Hakian
Sameera Haque
Lisa and Thomas Hardcastle
Kenneth Harley
G. Duncan Harris
Ken and Julie Harrison
William and Karen Harrison

Katherine Hasselbach
Cy Hess
David and Lisa Hurley – In memory of Kim Meyer
Jason Jakubowski
Michael Kearney
Kim and Marc Kennedy
Catherine F. Kriss
Sheryl Lambert
Christopher Leary
Meg Lynam
Matthew Lemaster
Dr. Steven Madonick
Beth Maguda
Raymond and Elizabeth McGivney
Maureen McGuire
Penni Micca
Tom and Mary Mihalek
Zorefa Mohammed
Sue Morel
Donald and Kerry Morelli
Geoffrey Naab
Jennifer Nadeau
Jane Napolitano
Lauren Naworski
Malika Nelson
Jaquel Patterson
John A. Perkins
Wendy Peterson
Julie Quinn
Andrea Barton Reeves
William Rock
Pamela J. Rooke
Rose & Kiernan, Inc.
Savings Institute Bank & Trust
Stan Schapiro
Kathy and Gary Schiessl
Kathleen M. Shaw
Michael Sieger
John Smith
Rob Soderberg
Somers Rotary Club
Beth Sondergaard
Phil Tartsinis
Laura Tordenti
Cherie and Scott Trice
UBS Matching Gift Program
Pratima Upadhyay
Karim Vergara-Boffard
Giulianna Wagner
Joseph Walencewicz

Donna Wertz
Michael Wilson
Peggy Winsman
Christine Zawacki

Heather Lavalley
Penni Micca
Howard Orr
Nancy Stuart
Pat Sidley

CHR's 50th Birthday Gala

Ruby Sponsor

First Niagara
Mutual of America

Sunshine Sponsor

Shipman and Goodwin

Blue Sky Sponsor

Professional Properties of Enfield
Creative Benefit Planning
Carter Chevrolet

Violet Sponsor

Genoa Healthcare
Saint Francis Foundation
Windsor Federal Savings
Hartford Healthcare

Magenta Sponsor

Heather M. Gates
Hospital for Special Care
Rose & Kiernan
Newfield Construction
Pro Health Physicians
Middlesex Hospital
Graff Public Solutions
Manchester Community College
United Healthcare
SMC Partners
Ruth Fortune
Paul B. Bailey Architect, LLC
Matthews & Stephens Associates
Central Connecticut State University
Workers Compensation Trust
CohnResnick
First Choice Health Centers

Orange Sponsor

Karen Jarmoc
Ann Collier
Tobacco Valley Teachers Federal Credit Union
Ellen Russell and Peter Foley
Ashley's Distinctive Jewelry and Gifts
Betty Domer

9th Annual CHR Frostbite 5K Walk & Run

Professional Properties of Enfield
Genoa Healthcare
Creative Benefit Planning
Transfer Enterprises
Tom and Mary Mihalek
William and Karen Harrison
Heather M. Gates
The Goduti Family
Paul B. Bailey Architect
Amy Klein
Rose & Kiernan
Stan Schapiro
Kathy Schiessl
Jaquel Patterson
Maureen McGuire
Michele Gaudet
Meridian IT
Awards & More
Maneeley's
Minerva Potbottom
Graff Public Solutions
Panera Bread
Starbucks
Windsor Federal Savings
Tobacco Valley Teachers Federal Credit Union

2016 CHR Golf and Tennis Tournament

Dinner Sponsor

Neil A. Clark

Gold Sponsors

Professional Properties of Enfield
Creative Benefit Planning
Anthem Blue Cross Blue Shield
Connecticut Business Systems
Genoa Healthcare
Rose & Kiernan, Inc.

Silver Sponsors

Paine's, Inc.
Shipman and Goodwin
Credible

Hole in One Sponsor

Carter Chevrolet

Bronze Sponsors

AMF Property Management
Credible

Hole & Tennis Court Sponsors

Newfield Construction
First Niagara
The Goodwin Group - Merrill Lynch
Russ and Mary Paine
Paul B. Bailey Architects, LLC
Minerva Potbottom

Tee & Tennis Ball Sponsors

Heather M. Gates
Jason Jakubowski
Stan Schapiro
Kathy Schiessl
Maureen McGuire
Cherie & Scott Trice
Michele Gaudet
Jaquel Patterson
Howard Orr
Lynn and Larry Pollack
Steven Madonick, MD
Steve Erickson
Windsor Federal Savings

We Truly Appreciate Your Support!

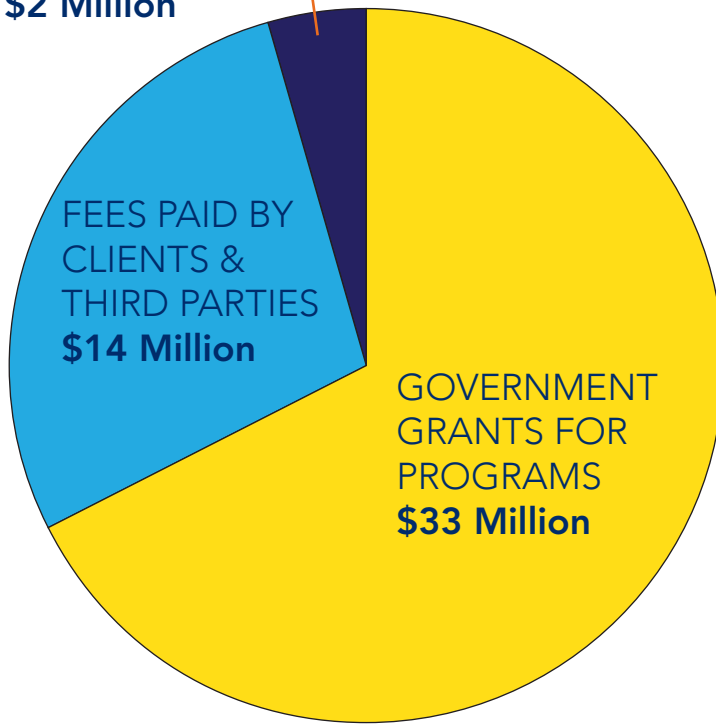
We would also like to thank our many friends and supporters who gave anonymously or donated to our Adopt A Family Holiday Program as well as the many caring individuals, groups, volunteers and local businesses who donated in-kind items to our various programs and fundraising events throughout the year.

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: Ken Harrison, Development and Communications Manager at 860.697.3360 or email kharrison@chrhealth.org.

Thank you!

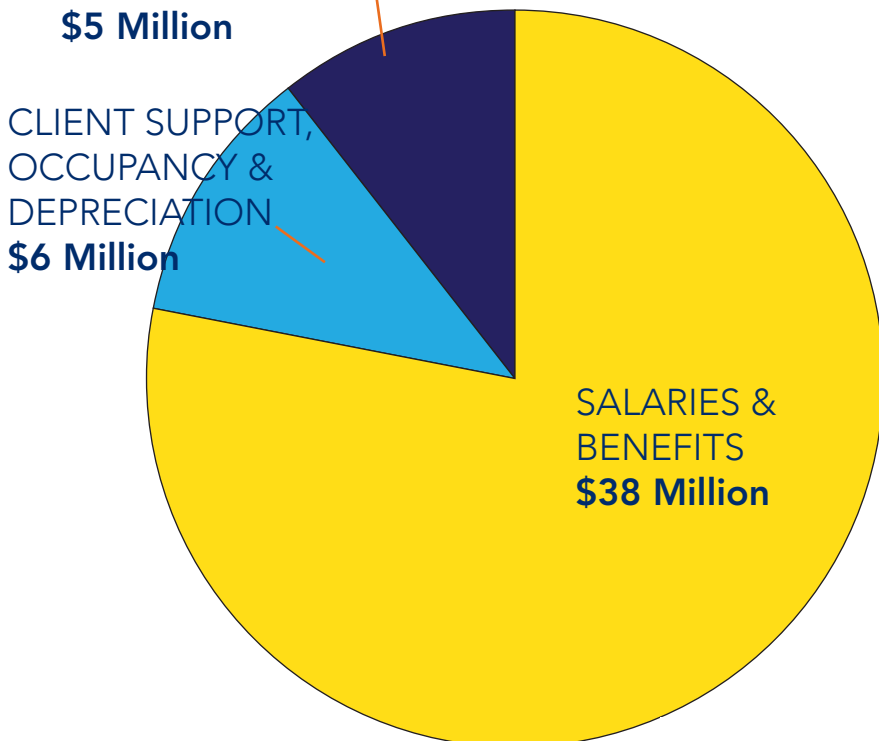
PRIVATE GRANTS,
CONTRIBUTIONS &
MISCELLANEOUS
\$2 Million



Support Expenses

Total Amount -
\$49 Million

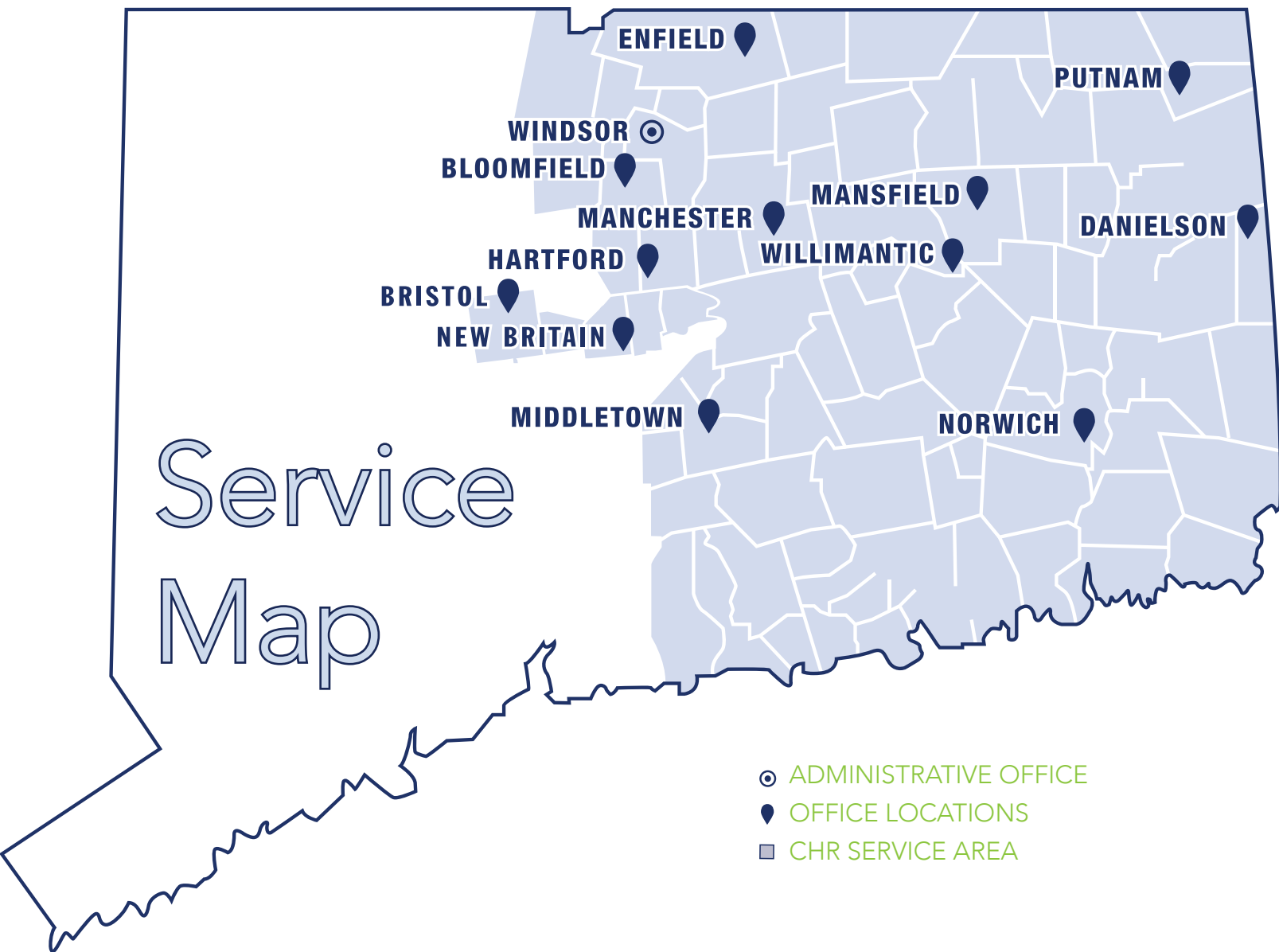
OTHER EXPENSES
\$5 Million



Operating Expenses

Total Amount -
\$49 Million

CHR helps 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**.



Service Map

- ⦿ ADMINISTRATIVE OFFICE
- 📍 OFFICE LOCATIONS
- CHR SERVICE AREA

CONVENIENT LOCATIONS

MANCHESTER - THE CENTER FOR HEALTH & WELLNESS

444 CENTER STREET
MANCHESTER • CT 06040

ENFIELD

153 HAZARD AVENUE
ENFIELD • CT 06082

BLOOMFIELD

693 BLOOMFIELD AVENUE, SUITE 101
BLOOMFIELD • CT 06002

BRISTOL - ST. VINCENT DEPAUL SOCIETY HOMELESS SHELTER

19 JACOBS STREET
BRISTOL • CT 06010

DANIELSON

71 WESTCOTT ROAD
DANIELSON • CT 06239

HARTFORD - CHARTER OAK HEALTH CENTER

21 GRAND STREET
HARTFORD • CT 06106

HARTFORD - LATINO CLINIC

30 ARBOR STREET
HARTFORD • CT 06106

HARTFORD

999 ASYLUM AVENUE, SUITE 502
HARTFORD • CT 06105

MANSFIELD

7B LEDGEBROOK DRIVE
MANSFIELD • CT 06250

MIDDLETOWN

955 SOUTH MAIN STREET
MIDDLETOWN • CT 06457

NORWICH

55 MAIN STREET, SUITE 410
NORWICH • CT 06360

PUTNAM

391 POMFRET STREET
PUTNAM • CT 06260

WILLIMANTIC

433 VALLEY STREET
WILLIMANTIC • CT 06226

WILLIMANTIC

1491 WEST MAIN STREET
WILLIMANTIC • CT 06226

FOR AVAILABILITY OF SERVICES IN YOUR AREA, CALL CHR'S ASSESSMENT CENTER AT 1.877.884.3571 OR VISIT WWW.CHRHEALTH.ORG

For immediate assistance call:

1.877.88.HELP.1



REAL LIFE. REAL HOPE.



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