

Nationally Recognized Excellence

CHR is Connecticut's **FIRST**
Certified Community
Behavioral Health Clinic



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.



In 2018:

95%

95% of all families served by CHR were satisfied with the care they received

98.4%

98.4% of all families served by CHR reported that CHR was sensitive to their cultural/ethnic background

97%

97% of all adults who received services in CHR's intensive residential treatment programs for substance use said they were stronger and able to solve problems better

Dear Friends,

What is a CCBHC? The healthcare profession loves acronyms! This one stands for something very special. A CCBHC is a **community-based behavioral health clinic** – exactly what CHR has been since it opened its doors more than 50 years ago – that is **certified** as meeting a wide range of criteria to ensure that every person receives comprehensive care, including vital medical screenings.

It's a national designation, established by the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) to promote complete healthcare for clients. CHR was chosen as *Connecticut's first* CCBHC after successfully responding to a national competition with SAMHSA. Since winning the federal award, CHR has met all of the CCBHC criteria and launched a series of innovative ways to enhance and expand its existing services.

We are very proud of this designation and assure you that CHR will honor your support and friendship by continuing to innovate and improve care for the children, families and adults we serve every day. Thank you so much for your support!

Sincerely,

Heather M. Gates
President/CEO

Laura Tordenti
Chair, Board of Directors
2017 – June 2019



CT FIRST has Four

1

2

Enhancing Care for Veterans and Members of the Armed Services

CHR is expanding behavioral healthcare services to veterans, members of the armed forces, and their families through the work of a new Veterans Services Coordinator and in collaboration with the VA. We are training CHR's staff and the community about the specialized needs of veterans and ensuring that CHR's services meet the expectations of the VA's clinical guidelines for service providers.

Ensuring Rapid Access to Life-Saving Services

CHR is embracing a more responsive approach and making it easier for people to see our clinicians as soon as possible, accommodating a wide range of needs including immediate care for opioid use addictions. The approach is similar to an urgent care model, using newly hired Recovery Coaches and additional Nurse Practitioners.



Overarching Goals:

3

Improving Care Coordination

With support from CT First, CHR has been able to hire Care Coordinators who are helping clients by linking them with a wide range of medical and other resources – from assuring that people see a primary care doctor to helping people access health insurance and other benefits. This mirrors an approach CHR has followed for several years in its Behavioral Health Home.

4

Launching Primary Care Services in Enfield!

CHR recently launched a Family Medicine program in Enfield to provide critical health screenings, primary care services and wellness programs for our clients. This is an exciting and needed endeavor as many of our clients experience health disparities and have not regularly received primary care services. Importantly, the Family Medicine staff is working in close collaboration with our clients' behavioral health clinicians to assure that all care is coordinated and truly integrated.





Five Federal Grants!

Along with the landmark CCBHC funding, CHR was also awarded four other exciting federal grants in 2018 to expand services, including services to help individuals with opioid addictions. All of the programs are up and running and include an innovative substance use prevention program for youth in Griswold; a partnership with four local police departments to help people in crisis; an expanded housing program in eastern Connecticut; and enhanced services for opioid use disorders in Hartford.



Charter Oak Health Center

CHR Welcomes Charter Oak Health Center to Bloomfield: **Partners in Care!**

Everyone in the Bloomfield area can find all their healthcare needs in one location! CHR's Bloomfield office now offers both behavioral healthcare services and primary care, thanks to an ongoing partnership with Charter Oak Health Center. Welcome Charter Oak! The office is on 693 Bloomfield Avenue.



Heather Gates Elected to Board of National Council for Behavioral Health

Heather M. Gates, **CHR's** visionary President and CEO, was recently elected to the Board of Directors for the **National Council of Behavioral Health**, the country's leading advocacy organization for healthcare organizations that deliver mental health and addictions treatment and services. In this capacity, she is collaborating with peers from across the country to promote excellence in clinical care for people of all ages who seek behavioral healthcare services.

Leadership

Heather M. Gates, MBA
President/CEO

Turkessa Antrum, MBA, SPHR
Vice President of Human Resources

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

Sandra Donahoe, MBA, FACHE
Vice President of Population Health,
Performance Improvement and
Compliance

Michele Gaudet, CPA
Chief Financial Officer

Steven Madonick, M.D.
Medical Director

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

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

Executive Management Team



Board of Directors as of May 2018

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BKV Solutions

Steven Erickson
Whittlesey & Hadley, CPA

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



COMMUNITY SUPPORT

Special thanks to our 2018 & 2019 CHR Heroes:

Phil Tartsinis
Shipman & Goodwin, LLP
First Choice Health Centers
CHR's Executive Management Team

CHR's 1 in 5 – 2018 & 2019

Phil Tartsinis
Shipman & Goodwin, LLP
First Choice Health Centers
CHR's Executive Management Team
Mutual of America
Anthem Blue Cross Blue Shield
Awards & More
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CBP
Charter Oak Health Center, Inc.
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Cheryl Curtis
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Fusion Cross-Media, LLC
The Genoa Foundation
Harvard Pilgrim Health Care
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Laura Tordenti
Maneely's Banquet Facility, LLC
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Northeast Family Federal Credit Union
Ostro Design/Michael Ostro
Paul B. Bailey Architect, LLC
Penni Micca
Rose & Kiernan, Inc.
Sandra Donahoe
Sheldon Bustow
Sheryl Lambert
Steven Madonick, M.D.
Tobacco Valley Teachers Federal Credit Union

2018 CHR Golf & Tennis Outing

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Phil Tartsinis
Shipman & Goodwin, LLP
Mutual of America
CHR's Executive Management Team
Advanced Benefit Strategies, Inc.
AKUITY Technologies
Anne & Robert Lally
Anthem Blue Cross Blue Shield
Barbara & Jim Carter
Carolyn Lee
CBP
Charter Oak Health Center, Inc.
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CohnReznick LLP
Colliers International/Bob Pagani
Connie & Patrick Sidley
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Colleen Damron
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Team MAD
Theresa Bordua
Theresa Duston
Tracie Compositor
Turkessa Antrum
William Buller Jr.
Yma Campbell-Wooley
Zachary Eckard
Zorefa Mohammed

Adopt-a-Family Holiday Program

CHR Board of Directors
Cheryl Curtis
Colleen & Mike Johnson
Farmington Valley Jewish Congregation
Jessica Drouin
Joe Enright
Joyce Ruyak
Julianna Dupuis
Katie Terlalis & Family
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Thank you to our CHR Staff:

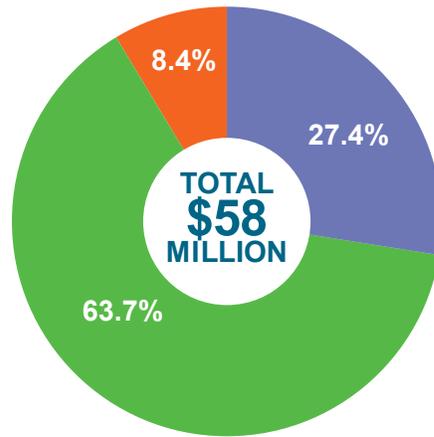
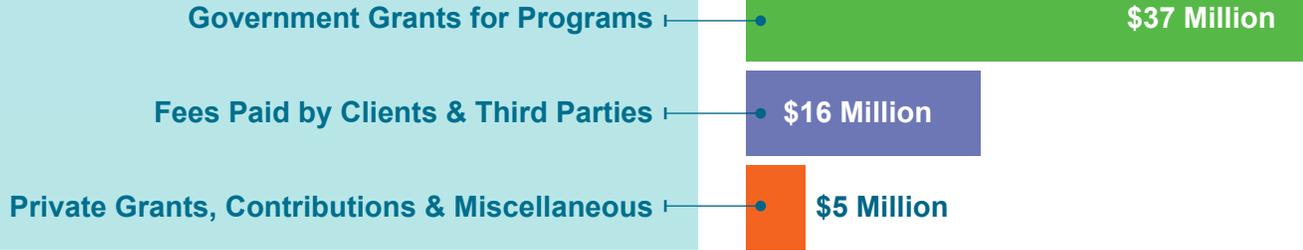
CHR, Behavioral Health Home Team
CHR, Compliance Team
CHR, Executive Management Team
CHR, Finance Team
CHR, Front Office Staff
CHR, Human Resources Team
CHR, Mills House
Coleen Dobo
Colleen & Blake Damron
Doug Dorman
Heather Gates
Katherine Golar
Kathy Schiessl
Kim Kennedy

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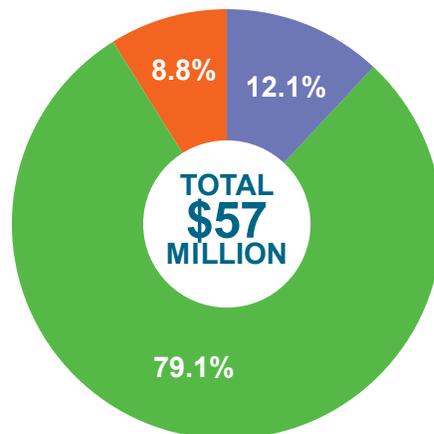
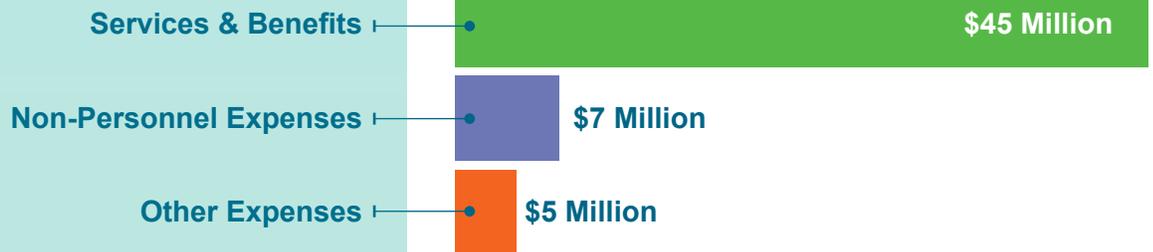
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Ashley Black
Carlye Eder
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Christopher Sanchez
Donna Markward
Dwight Hernandez
Hind Alkandry



Support



Operating Expenses





1

TOP 5 REASONS TO SUPPORT CHR



2

Help Jeremy find a forever home through CHR's Therapeutic Foster Care Program



3

Help Tina stay sober and learn new parenting skills

Help Samantha continue to recover from PTSD



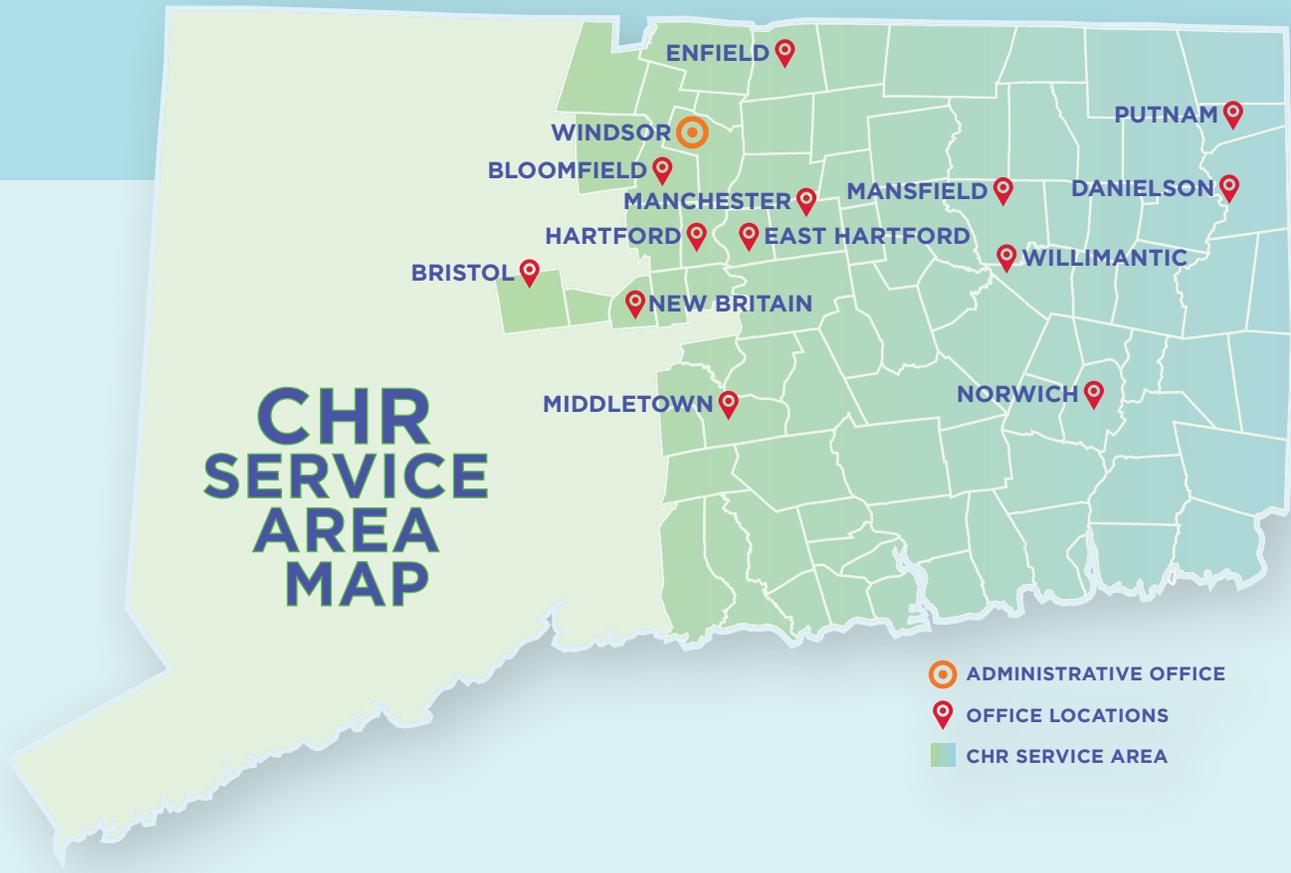
4

Help the Smith family find safe and affordable housing

Help Tom recover from an opioid use addiction with complete care and support



5



26K
 children, teens,
 families and
 adults served



1
 simple
 call
 or click

 **1.877.884.3574**

 **chrhealth.org**



REAL LIFE. REAL HOPE.



2 Waterside Crossing, Suite 401, Windsor, CT 06095



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