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%** of all families served by CHR were satisfied with the care they received.
- **98.4%** of all families served by CHR reported that CHR was sensitive to their cultural/ethnic background.
- **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 Laura Tordenti
President/CEO Chair, Board of Directors
2017 – June 2019
CT FIRST has Four

1

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.

2

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:

1. 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.

2. 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.

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 Schiessl, LCSW  
Senior Vice President of Child and Family Services

Executive Management Team

Board of Directors as of May 2018

Laura Tordenti, Chair  
Goodwin College

Michael Kearney, Vice Chair  
The Hartford

G. Duncan Harris, Secretary  
Capital Community College

Ayesha Clarke, Treasurer  
COMPASS Youth Collaborative

Jason Jakubowski, Past Chair  
FoodShare

Cherie Trice  
FoodShare

Cy Hess  
Aligne Wealth, LLC

Eduardo Miranda  
Manchester Community College

Jocelyn Mackey  
State Department of Education

John Perkins  
Hartford Public School

Martha Buttenheim  
Guidelight Coaching, LLC

Ruth Fortune  
Czepiga, Daly, Pope & Perri

Sheldon Bustow  
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
Betty Domer
CBP
Charter Oak Health Center, Inc.
Cherie & Scott Trice
Cheryl Curtis
Flatbread Company
Fusion Cross-Media, LLC
The Genoa Foundation
Harvard Pilgrim Health Care
Heather Gates
Jason Jakubowski
Laura Tordenti
Maneeley’s Banquet Facility, LLC
Martha Buttenheim
Mary Jane Lund
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
Neil Clark
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.
Cherie & Scott Trice
CohnReznick LLP
Colliers International/Bob Pagani
Connie & Patrick Sidley
Credible Behavioral Health, Inc.
Cy Hess
Dilip Rangnekar
Fiberoptics Technology Inc.
Friedman, Kannenberg & Company, P.C.
The Genoa Foundation
Harvard Pilgrim Health Care
Health Complex Medical, Inc.
Heather Gates
Howard Orr
Jason Jakubowski
Jean McDermott
Jean Robbins
Joe Enright
Jonathan Swift
KeyBank
Laura Tordenti
Lisa DiBacco
Martha Buttenheim & Pam Minish
Mary & Russell Paine
Maureen McGuire
Maureen & James Dougherty
Michael Kearney
Newfield Construction, Inc.
Patricia & Mark Willis
Paul B. Bailey Architect, LLC
Philip Rockwell
ProHealth Physicians
Raymond Brodeur
Remington Carle

The Robbins Family
Rose & Kiernan, Inc.
Samuel Moy
SKY Investment Group, LLC.
Staples Advantage
Steven Erickson
Steven Erie
Steven Franklin
Susan Glasspiegel
Susan & Mark O’Connell
Thomas McGee
Ultimate Software Group, Inc.
United Healthcare, Inc.
Vickie Brown
Windsor Federal Savings
Workers’ Compensation Trust

Annual & Employee Campaign
AA&A Pest Control, Inc.
Advance Auto Parts
Advanced Benefit Strategies, Inc.
Alba Olivero
Andrea Hakian
Ann & Raymond Madsen
Barbara Smith
Bernadette Brown
Beth Sondergaard
Bethany Sauline
Betty Domer
Bill Rock
Brandi Pratt
Catherine Kriss
CBP/Joe Enright
Christina Maxwell
Claudio Fratarcangeli
Coleen Dobo
Colleen Damron
Courtney Sheehan
Deborah Newell
Deborah Sandusky
Debra Burns
Diane Lototski
Donna Camerota
Donna Wertz
Doris Coughlin
Douglas Dorman
Richard Bridburg
Elizabeth Fongemie
Ellen Russell & Peter Foley
Elsa Reyes
Eversource Energy Foundation, Inc.
First Church of Christ, Congregational Suffield
Francis Zaccardi
Geoffrey Naab
George A. & Grace L. Long Foundation
Giulia Wagner
Gregory Todd
H. Louise Ruddell Charitable Fund
Harvard Pilgrim Health Care
Heather Gates
Howard Orr
Hyacinth & Derrick Bailey
Izabela Roszkowska
Jenilee Tedesco
Jennifer Greer
Jennifer Harris
Jessica DaCosta
Jessica Bilotta
Jessica Bottomley
Jessica Szczygiel
John Magnesi
John McDermid
Jonathan Chasen
Karen Case
Karen & William Harrison
Katherine Fontaine
Katherine McDonald
Kathleen Maurer
Kathy Shaw
Kathy & Gary Schiessl
Kelly Banning
Kenneth Harley
Kimberly Kennedy
Kimberly Russell
Kristen Lippi
Kristy Silverman
Lauren Naworski
Lisa Pedemonti
Lisa Roscoe
Laura & Louis Marocchini
Louise Widberg
Marcia & Thomas Dufere

Marcia Neff
Marie & Bob Santa
Marie & Robert Hughes
Mary D’Amico
Maureen McGuire
Michael Asinas
Michael Kearney
Michael Wilson
Michele Gaudet
Myriam Rivera
Nadine Murriel
Nancy & Carl Flaherty
Nancy & Peg Lonergan
Nancy Casey
Nathan Massey
Nicole Wargo
Pamela Rooke
Patricia Cruz
Patricia Jarvis
Pratima Upadhay
Richard Bridburg, M.D.
Ruth Timme
Sandra Donahoe
Sandra & Claude Blackington
Sarah Connors
Sarah Millimet
Savings Institute Bank & Trust
Sheila & Kenneth Clark
Sheldon Bustow
Sheri Jones
Silk City Coffee, LLC
Steven Madonic, M.D.
Simone Singh
SKY Investment Group, LLC.
Stanley Schapiro
Susan & Mark O’Connell
Suzanne Chayes
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
Juliana Dupuis
Katie Terlalis & Family
Manchester Business Networking Group, BNI RiverEast
MassMutual
Newfield Construction, Inc.
People’s United Bank
Raymour & Flanigan
System & Methods, Inc.

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

Special thank you to all our donors at Pratt & Whitney:
Alexander Speciale
Angela Culberson
Antoinette Cullen
Ashley Black
Carlye Eder
Carolyn Eichhorn
Christopher Sanchez
Donna Markward
Dwight Hernandez
Hind Alkandary
**Support**

- Government Grants for Programs: $37 Million (8.4%)
- Fees Paid by Clients & Third Parties: $16 Million (27.4%)
- Private Grants, Contributions & Miscellaneous: $5 Million (63.7%)

**Operating Expenses**

- Services & Benefits: $45 Million (8.8%)
- Non-Personnel Expenses: $7 Million (12.1%)
- Other Expenses: $5 Million (79.1%)
TOP 5 REASONS TO SUPPORT CHR

1. Help Jeremy find a forever home through CHR’s Therapeutic Foster Care Program

2. Help Tina stay sober and learn new parenting skills

3. Help Samantha continue to recover from PTSD

4. Help the Smith family find safe and affordable housing

5. Help Tom recover from an opioid use addiction with complete care and support
CHR SERVICE AREA MAP

26K children, teens, families and adults served

1 simple call or click

1.877.884.3574

chrhealth.org

2 Waterside Crossing, Suite 401, Windsor, CT 06095