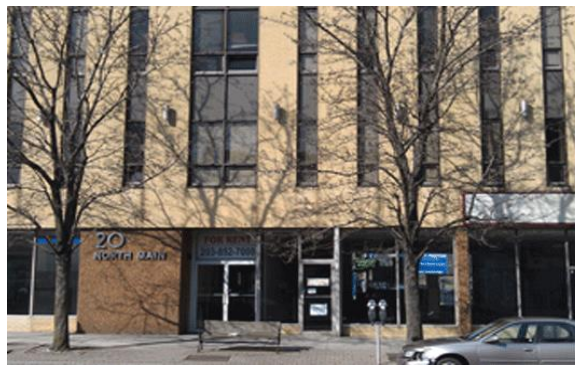




*Annual Report
FY 2022 -2023:
Welcome to the
Year in Review*



20 North Main Street, Norwalk



290 Pratt Street, Meriden



4 Midland Road, Waterbury



15 Commerce Drive, Stamford



50 Brookside Road, Waterbury



60 Beaver Brook Road, Danbury



285 Kensington Ave., Meriden

Mission Statement

Connecticut Counseling Centers, Inc. is a not-for-profit corporation that provides a full range of licensed outpatient substance abuse and mental health prevention, education, and treatment services to assist adults in becoming productive members of society.



Message from the desk of the President and Executive Director: Robert C. Lambert, MA, LADC



I am proud to present the following Fiscal Year 2023 Connecticut Counseling Centers, Inc. (CCC) Annual Report. The opioid epidemic in Connecticut continues to claim the lives of too many of our citizens. According to the Connecticut Department of Public Health, there were 1,464 fatal drug overdose deaths and 7,795 non-fatal opioid overdoses in 2022. For fatal overdoses this equates to an average of over four drug overdoses each day in Connecticut.

Drug overdose does not just affect the user, it causes extensive devastation to both the family and the community. In Connecticut, 84% of overdose deaths involve fentanyl, a synthetic opioid that is many times more powerful than heroin. Tragically, the person is often not aware that they are using fentanyl. Additionally, 24% of these deaths involved Xylazine, an animal tranquilizer that increases the lethality of fentanyl. The use of these lethal substances are common among patients entering treatment and those struggling with recovery at CCC treatment clinics.

As the dedicated staff of CCC knows, the good news is that treatment for opioid dependence is available and effective, and recovery is possible. The dedicated staff at Connecticut Counseling Centers, Inc. continues to provide critical lifesaving treatment services for those affected by the opioid epidemic and are facing the challenges of the fentanyl epidemic in the communities we serve. Last year we provided treatment and recovery support services to over 5,100 people.

CCC continues its proud history of delivering state of the art treatment services for substance use and mental health disorders. Approximately one in four adults will experience a mental health disorder during their life. In addition to our opioid treatment programs, CCC continues to provide outpatient treatment for mental health disorders and other substance use disorders as well as intensive outpatient treatment services.

CCC continues to be a recognized leader in the field and continues to provide leadership and expert training and mentoring for the behavioral healthcare field. During the past year we have continued to provide presentations and training at various regional and national venues, training and mentoring in addiction medicine, and training and supervision for college students. We also provide the only comprehensive non-college based addiction counselor certification/licensure preparation training program in Connecticut.

Substance use and mental health disorders are not just an individual and a family problem, they are also a community problem. The staff at all five treatment facilities continues to be extensively involved with numerous community coalitions and provider groups, providing education and ensuring that the community services our patients require are engaged and coordinated. In the following pages, you will see examples of this.

I am pleased to report that CCC again ended the fiscal year in a fiscally strong position and will continue to be ready to meet the behavioral healthcare needs of the community.

In this annual report you will find an extensive amount of information regarding the services that have been provided by CCC during the past fiscal year and the professional staff who provided these services. You will also read about the courageous recovery story of a patient who has chosen CCC to be part of their recovery journey. I continue to be very proud of the CCC staff and the high quality of care they provide. Despite the challenges created by the fentanyl epidemic and the behavioral healthcare workforce crisis, they remain on the leading edge of the community's response to the opioid epidemic and the mental health crisis and I want to take this opportunity to once again thank them for their hard work, dedication, and compassion.

Robert C. Lambert, MA, LADC
President & Executive Director

Annual Report: FY 2022 – 2023

Impact Summary

- ✓ **5,125 patients served.**
- ✓ **Provided innovative treatment programs.**
- ✓ **Provided professional training to numerous counseling and medical students.**
- ✓ **Positive patient outcomes for all levels of care.**
 - **92% of patients served improved in treatment and reported positive treatment outcomes.**
 - **Over 75% of patients served successfully completed treatment.**
- ✓ **Involvement in the community: extensive involvement in community collaborations and association/coalition membership.**
- ✓ **Connecticut Counseling Centers, Inc. professional and community leadership roles.**
- ✓ **Grants awarded in fiscal year 2023: \$1,429,794.**
- ✓ **Fiscally sound FY 2022-2023.**

Leadership

Board of Directors

Abram Heisler, Esq., Chairman of the Board	Robert C. Lambert, President
Frank Cory, Treasurer	Larry Katz, Secretary
Richard Bilangi, Director	Felicia Russell-Stewart, Director
Catherine Awwad, Director	Alex Jerez, Director

Executive Staff

Robert C. Lambert, MA, LADC, Executive Director	Alan Nolan, LCSW, Director of Clinical Operations
Mark Kraus, MD, Chief Medical Officer	Wayne Wamser, BS, Director of Finance
David Schiavo, AS, Director of Human Resources	Jason Bradway, MSA, Director of Information Systems

Program Directors

Stacy Benson, MS, LADC, Danbury Facility	Maureen Biggs, MS, LPC, LADC, Meriden Facility (Pratt St.)
Alan Nolan, LCSW, Midland Road Facility, Waterbury (Acting Program Director)	Jeffrey Greenblatt, MA, LADC, Stamford Facility (Acting Program Director)
Jeffrey Greenblatt, MA, LADC, Norwalk Facility	Joshua Noffsinger, LCSW, Meriden Facility (Kensington Ave.)
Elizabeth Pirola, MS, LPC/LADC, Brookside Road Facility, Waterbury	

Employment Milestones

Employee retention is the hallmark of any good organization and it is a priority at Connecticut Counseling Centers, Inc. As of the end of the fiscal year, 40% of staff have been with the organization 5 years or longer and 11% have been with us for 20 years or more! The following staff reached employment milestones during the past fiscal year.

35 Years

- Arturo Gutierrez, LPN, Head Nurse, Norwalk Clinic

25 Years

- Mark Kraus, MD, Chief Medical Officer
- Michael Feinberg, MD, Medical Director, Midland Road Clinic, Waterbury

10 Years

- David Africano, MA, LADC, Outpatient Counselor, Norwalk Clinic
- Stacy Benson, MS, LADC, Program Director, Danbury Clinic
- David Walenczyk, MA, LMFT, Clinical Team Leader, Norwalk Clinic

5 Years

- Maureen O'Neill Biggs, MS, LPC, LADC, Program Director, Meriden Clinic
- Amy Chai, MD, Medical Director, Brookside Clinic
- Jason Getner, MA, LMFT, Outpatient Counselor, Norwalk Clinic
- Cheryl Cain-Hendricks, LPN, Staff Nurse, Brookside Clinic
- Catherine Rosales, BS, Engagement Specialist, Norwalk Clinic
- Michele Sitler, Executive Assistant, Corporate Office
- Melissa Wells, AS, Outpatient Counselor, Meriden Clinic
- Martha Sutton, BA, Admin Support Clerk, Danbury Clinic
- Vernetta Wilson, LPN, Staff Nurse, Norwalk Clinic

Community Connections



Connecticut Counseling Centers, Inc. has always been involved in the communities it serves, sharing knowledge and experience in treating substance use and mental health disorders and collaborating with other providers to develop community focused solutions to addiction and mental health issues. Throughout the year, the staff represented the organization at a variety of community, state and national collaborations, associations, and boards. Below are highlighted community connection events that Connecticut Counseling Centers, Inc. staff have hosted or participated in.

Coalition and Association Membership

An important aspect of staying connected with the community as well as the broader healthcare field is membership and participation in impactful community associations and coalitions. Below is a list of these memberships.

1. American Association for the Treatment of Opioid Dependence
2. American Society of Addiction Medicine
3. Consortium of Physician Education on Substance Abuse (COPE)
4. Opioid Treatment Providers of Connecticut
5. Waterbury Mayor's Opioid Task Force
6. Connecticut Community Nonprofit Alliance
7. Department of Mental Health and Addiction Services (DMHAS) Methadone Roundtable
8. Waterbury United Way
9. Midstate, Norwalk, and Waterbury Chambers of Commerce
10. Western Connecticut Coalition Against Substance Use, Opioid Workgroup
11. Waterbury Community Care Team
12. Waterbury Community Partners in Action
13. Greater Waterbury Re-Entry Community Council
14. Western Connecticut Health Network Community Care Team
15. Danbury Hospital Steering Committee
16. Community Health Improvement Committee of Greater Danbury
17. Regional Behavioral Health Action Organization (Norwalk)
18. Meriden Alternative to Incarceration Advisory Board

Connecticut Counseling Centers, Inc. Leadership Roles in Associations and Coalitions

- Opioid Treatment Providers of Connecticut (OTPC):
Robert Lambert, President
- American Association for the Treatment of Opioid
Dependence (AATOD): Robert Lambert, Board Member/CT
Delegate
- American Association for the Treatment of Opioid
Dependence, AATOD Conference Planning Committee
and Chair of the Conference Workshop Committee:
Robert Lambert
- Consortium of Physician Education on Substance Abuse
(COPE): Mark Kraus, MD, Founder, Treasurer, and Board
Member

CCC Collaborations: Brookside Clinic

- ✓ Elizabeth Pirola, MS, LADC/LPC, coordinated NARCAN education/distribution at the Brookside Road Clinic with the Waterbury Department of Public Health. Through the Opioid Task Force, the Clinic is coordinating on-site resources for our patients. This includes the OD Response Team through Waterbury DPH to present 1x weekly at the clinic on Fridays distributing NARCAN.
- ✓ Brookside Road Clinic facilitated housing assistance for CCC patients monthly through PATH Outreach on-site at the clinic. PATH presented with resources and assisted patients with a total of 211 questions and concerns regarding housing and vouchers. Due to the increased homelessness across Connecticut, the Connecticut Department of Housing said that homelessness has surged lately with 76% more people without a place of their own, compared to November 2020. The clinic recognized a need with our patient population and coordinated an on-site resource to assist our patients and address their needs. Brookside Road Clinic assisted the Midland Road Clinic with these services as well. The goal was to assist as many of CCC patients as possible that need housing assistance.
- ✓ Obtained and distributed “Change the Script” educational and community resource materials to Brookside Road Clinic patients and their families. The materials are provided by DMHAS and are intended to increase community awareness of the opioid epidemic and overdose. Materials distributed to patients during monthly Meet-And-Greet sessions.

Waterbury Health Fair

Waterbury clinic staff participated in the Waterbury Health Fair on June 3, 2023. Waterbury State's Attorney's Office hosted this Community Resource Fair in collaboration with the City of Waterbury and the Waterbury Police Department and Community Partners in Action.

The goal was to bring together a broad coalition of community advocates all similarly vested in the success of the communities the Waterbury Courthouse serves. It was intended as a one-stop shop for local residents to receive free health screenings, free toiletry distribution, free gift cards to local eateries, and information about education, employment, housing assistance, behavioral health, food assistance, community re-entry, and other community services.



“National Night Out” (Norwalk)

On September 27th, 2022, Jeffrey Greenblatt MA, LADC, Program Director, and Charles Bush, LADC, LMFT-A, Outpatient Counselor, participated in the Norwalk Police Department’s “Norwalk Night Out.” The event was part of a larger “National Night Out” that communities across the nation participated in. It is an annual community building campaign to promote police community partnerships. Connecticut Counseling Centers had a table at the event to promote our program and the services we provide and CCC promotional items were given out to the Norwalk community. In addition, the Norwalk Police Department provided food, activities for the children, games, and music. The event had a great turnout and provided CCC with the opportunity to increase awareness of the opioid epidemic and the services CCC provides.



Overdose Awareness Day at Hubbard Park – August 27, 2022

On August 27, 2022, CCC Meriden Clinic hosted a table at the Overdose Awareness Day Event at Hubbard Park, hosted by the City of Meriden Department of Public Health and Rushford (Hartford Healthcare). Program Director Josh Noffsinger operated the table and provided information regarding the opioid epidemic and treatment services to attendees, as well as engaged with other local treatment providers for collaboration efforts.



“Opioid Overdose Awareness Month” at the Meriden Clinic: August, 2022





Santa Brings Cheer to the Norwalk Clinic Children

The annual tradition of a Holiday Party for the children of our Norwalk facility patients looked a little different this year. Due to a COVID 19 spike last December, rather than having all patients and children together at the same time, we had a drop in event during medication hours. Patients were invited to stop in during their dosing modules to celebrate and pick up gifts for the children that were delivered by Santa. The Holiday gifts were once again provided by Inspirica of Stamford. Inspirica is dedicated to ensuring that children infected and affected by HIV/AIDS receive a special holiday every year. Gifts were provided to the children of patients who are struggling financially. Staff collected names and ages of 30 children in need this year.

The Program Director, Jeffrey Greenblatt (our own Santa) was responsible for picking up and helping to make sure the children still received gifts in spite of the ongoing pandemic. This year in an effort to bring some additional Holiday spirit to the clinic, we had a wrapping party. Donuts and refreshments were provided and members of peer run Medication Assisted Recovery Support (MARS) Program came together to wrap the gifts. Sounds of music and laughter filled the lobby, flowing out from the MARS room. Staff and MARS members wore masks, but smiles were present underneath! Norwalk Staff and the gift recipients are very grateful for the love and support they receive every year from agencies and volunteers in the community. Each child received 1-3 gifts, including toys, books, activities and sports equipment. We are still hopeful to return to business as usual for next year's Holiday Party!



American Association for the Treatment of Opioid Dependence, Inc.

2022 CONFERENCE

The Power of Collaboration

OCTOBER 30–NOVEMBER 3, 2022

Hilton Baltimore Inner Harbor, Baltimore, Maryland

AATODCONFERENCE.COM

AATOD.ORG



In October of 2022, 11 CCC employees attended the 2022 American Association for the Treatment of Opioid Dependence (AATOD) Conference in Baltimore, Maryland. The AATOD Conference is the premier international conference on the treatment of opioid use disorders. The theme of the conference was “The Power of Collaboration”. Consistent with this theme, CCC staff gave a number of presentations.

2022 AATOD Conference

CCC staff have given presentations at almost all AATOD Conferences for the past 30 years. CCC has developed a well deserved reputation as a thought leader in the field of opioid disorders treatment. Leadership at CCC continued this long and rich tradition by providing five presentations at the 2022 conference.

- Workshop Session: *“Therapeutic Partnerships: The Most Important Evidence-Based Practice”*. Presenter: Alan Nolan.
- Workshop Session: *“Avoiding Burnout and Compassion Fatigue: How Self-Care Among Substance Use Professionals Enhances Patient Care”*. Presenters: Maureen O’Neill Biggs and Alan Nolan.
- Hot Topic Roundtable Discussion Forum: *“Recruitment and Retention During a Workforce Crisis”*. Presenter: Robert Lambert
- Hot Topic Roundtable Discussion Forum: *“Turning the Tide of Fentanyl”*. Presenters: Alan Nolan, Mark Kraus, MD.
- Poster: *“The Impact of Methadone Dosing on Fentanyl”*. Presenters: Alan Nolan and Jeff Greenblatt.

Legislative Visits

- September 19 – 22, 2022 Robert Lambert and Alan Nolan attended virtual meetings with the staff of the following legislators: Rep. Jahana Hayes, Rep. Jim Himes, Rep. Rosa DeLauro. Focus of these meeting was on pending legislation impacting the behavioral healthcare field.
- On March 29, 2023 Robert Lambert and Alan Nolan traveled to Washington DC to attend the American Association for the Treatment of Opioid Dependence (AATOD) Hill Day. They visited with the staff of Senator Blumenthal, Senator Murphy, Rep. Jahana Hayes, Rep. Jim Himes, Rep. Rosa DeLauro. Focus of these meeting was on pending legislation impacting the opioid epidemic and opioid treatment programs.



Court Support Services Division (CSSD)

We completed the 16th contract year with the State of Connecticut Judicial Branch Court Support Services Division (CSSD). CSSD contracts with CCC to provide adult behavioral health services. Connecticut Counseling Centers has continually met or exceeded annual benchmark outcome measures which has resulted in the continual expansion of patient services.

CCC is contracted to provide Adult Probation, Bail Services, and Family Services with the following services: Integrated Mental Health and Substance Abuse Assessments, Supervised Diversionary Program Evaluations and Reporting, Substance Abuse Group Services, Mental Health Group Services, Gender Specific Services, Intensive Outpatient Treatment Services, Individual Sessions, and Medication Evaluation and Management. These services are provided at five of our facilities located in Norwalk, Meriden, Stamford and Waterbury. The current contract with two one year extensions will end June 30, 2027.

CSSD Statistics

During the past fiscal year, CCC received 1376 CSSD referrals for assessment and treatment of mental health and substance use disorders. This represents a **30.8%** increase compared to the previous fiscal year.

CSSD PATIENTS SERVED in FY 2023						
	Danbury	Meriden	Norwalk	Waterbury (<i>Midland Rd. & Brookside Rd.</i>)	Stamford (Clinic closed 10/30/22)	Total
New Patients	379	298	236	448	15	1,376
Patients Served	379	552	293	542	87	1,853

Since the inception of CCC's contracts with the State of Connecticut Judicial Branch Court Support Services Division, **14,519** patients were referred for Behavioral Healthcare Services from Probation Departments, Bail Services, and Family Services in Danbury, Meriden, Norwalk, Stamford, and Waterbury.

Total CSSD PATIENTS SERVED AS OF 6/30/23				
Danbury	Meriden	Norwalk	Waterbury (<i>Midland Rd. & Brookside Rd.</i>)	Stamford
2,427	1,599	3,496	5,789	1,208

CSSD Performance Goals

Connecticut Counseling Centers, Inc. met or exceeded all CSSD/CDCS performance goals this year. During the past year the Norwalk and Meriden Clinics were designated as “level one” rated facilities which is the highest rating given by CSSD.

Effective treatment for substance use disorders and mental health disorders reduces relapse and associated criminal activity. The State of Connecticut Judicial Branch tracks recidivism rates (return to criminal activity) for those referred to treatment by CSSD. For those referred by CSSD who successfully complete treatment, the average state-wide rate of recidivism is 23% (compared to over 71% for those who do not complete treatment). During the same time period, the recidivism rate for those completing treatment at Connecticut Counseling Centers, Inc. was:

- **17% at the Norwalk Facility**
- **16% at our Stamford Facility**
- **18% at our Meriden Facility**
- **15% at the Waterbury Facilities**
- **14% at our Danbury Facility**

Offenders who receive proper treatment services at Connecticut Counseling Centers, Inc. are significantly more likely to maintain recovery and significantly less likely to be re-arrested!

Innovative CCC Programs

CCC has always provided state of the art evidence based treatment services. CCC has also been recognized as a leader and innovator in the field of Behavioral Healthcare. The following initiatives have received state and national recognition.

- Peer/Recovery Support Programs
 - ✓ DMHAS Funded Recovery Coach
 - ✓ Bridge to Recovery (BTR)
 - ✓ Medication Assisted Recovery Supports (MARS)
- Connecticut Certified Alcohol and Drug Abuse Counselor Training Program (CT CADAC Training Program)
- Addiction Medicine Clinical Rotations
- Born in Recovery Through Healthcare (BIRTH Program)

Peer Recovery Support Programs

Connecticut Counseling Centers, Inc. is proud of its cutting edge work in developing and implementing innovative peer support services. These include the following:

- ✓ **OTP Recovery Coach:** A DMHAS funded Recovery Coach, who has lived experiences with both opioid dependence and recovery with Medication Assisted Treatment, provides recovery support for patients in our Opioid Treatment Programs. During the past year, an additional Recovery Coach was hired for the Meriden Opioid Treatment Program. During the next year Recovery Coaches will be added to the staff of the Danbury and Norwalk Opioid Treatment Programs.
- ✓ **Peer Recovery Support - The Bridge to Recovery (BTR) program:** This program provides a Peer Mentor to any patient in the Opioid Treatment Program who is in need of extra support. The Peer Mentor provides individual peer counseling services and support. The Peer Mentors are current or former Opioid Treatment Program patients who are in long-term recovery and have completed classroom instruction and practicum training as an addiction specialist in the CT CADAC Training Program.
- ✓ **M.A.R.S. - (Medication Assisted Recovery Support) program:** The Norwalk Clinic offers the M.A.R.S. program for all patients enrolled in the Opioid Treatment Program (OTP). The M.A.R.S. program offers OTP patients peer led informational and support groups, social groups that support recovery and other peer activities that encourage and promote living a healthy lifestyle.

BIRTH Program

CCC's "Born in Recovery through Healthcare (BIRTH) Program" is a specialized treatment track for pregnant women in one of the five Opioid Treatment Programs. This year was another successful one for our BIRTH Program as evidenced by 18 healthy births. The primary goal of the BIRTH program is healthy birth outcomes. This is accomplished by providing the pregnant patient with wraparound clinical, case management, and support services. The staff at CCC has striven to better understand the complex needs of our pregnant patients, and has employed evidenced based treatment models that address their multiple issues. Research has also identified that healthy support systems are vital to promote better outcomes for mother and infant and this has been an area of focus for CCC Staff.



The primary goal of the BIRTH program is to produce healthy birth outcomes. This includes decreasing the incidence of substance abuse during pregnancy, increasing the gestational age of the pregnancy to full term or near full term, and decreasing the incidence of low birth weight babies. These goals are reached through the provision of intensive and specialized counseling and case management services in collaboration with the patient's primary healthcare providers and local hospitals. The key to the success of the program is the individualized case management services provided at CCC during both prenatal and postpartum care.

CT CADAC Training Program

Established in January 1995, the Connecticut Certified Alcohol and Drug Abuse Counselor Training Program (CT CADAC Training Program) is a comprehensive addiction counselor training program. The training program is designed to prepare both the professional counselor as well as the non-professional for a career in treating substance use disorders. The program provides the student with the knowledge and skills necessary to provide treatment services and prepares them for certification or licensure. The CT CADAC Training Program curriculum satisfies the Connecticut Department of Public Health and the Connecticut Certification Board training requirements for both certification or licensure as an Alcohol and Drug Abuse Counselor. To date, 702 students have received training.

The training program utilizes hybrid model utilizing the Zoom platform for the majority of classes. During the past fiscal year the training program provided 39 Zoom classes serving 20 students. The training program has direct billing contracts with Liberation Programs, Inc. and Recovery Network of Programs, Inc. to provide training for their counselors and peer support staff. During the past year six students from these two organizations received training.

Addiction Medicine Clinical Rotations

Dr. Kraus, Chief Medical Officer of CCC, has been working with Yale University Medical School to provide an elective rotation in Addiction Medicine for Yale medical school students, interns, and residents in the General Internal Medicine Residency Program. Two Yale students completed the clinical rotation during the last year. Feedback from both the students and Yale faculty has been extremely positive. Yale noted that they plan to use CCC exclusively as their rotation site for medication assisted treatment for opioid dependence in the future.

Dr. Kraus has continued to work with Consortium of Physician Education on Substance Abuse (COPE) to support Medical School faculties in their efforts to develop the knowledge and skills students need to address and to treat alcohol, tobacco, opiate and other drug disorders. This endeavor strengthens CCC's efforts to participate in training/education of residents and students in the treatment of substance use disorders. Additionally, Dr. Kraus is a lecturer for the Providers Clinical Support System (PCSS) which is a national virtual training and clinical mentoring project developed and implemented by SAMHSA. During the past fiscal year Dr. Kraus presented "Faced with a raging opioid epidemic, why has organized medicine not been more successful in educating colleagues and students to better diagnose opiate use disorder."



Training and Education: Counselor Internships



Connecticut Counseling Centers, Inc. recognizes the need to provide quality training and experience to future clinicians. During the past year most clinics provided continued supervision and internship opportunities for students from a number of colleges and universities. These include Albertus Magnus College, University of New Haven, Post University, and Western State Connecticut University. The hands-on-work experience interns receive is invaluable. It affords students the opportunity to learn specialized skills in treating substance use disorders and apply acquired knowledge and skills to real work experiences. Additionally, Brookside Clinic offers one-way mirror observation training rooms. This facilitates observation of counseling sessions that is less intrusive and allows the trainee to observe while engaging with a clinical supervisor and taking notes.

Summary of Services Provided

Services Provided in FY 2022-2023	
Patients Served	5,125
Admissions	2,963
Discharges	2,897
Psychosocial Evaluations	2,257
Individual Counseling Sessions	16,135
Group Counseling Sessions	3,760
IOP Patient Treatment Days	13,917
Psychiatric Evaluations	183
Psychiatric Medication Management Sessions	673
Physical Exams Completed	1,457
Health and Wellness Counseling Sessions	1,963

Services Provided by Program Type

Services Provided	Opioid Treatment Programs	Intensive Outpatient Services Treatment Programs	Outpatient Treatment Program: SA (Substance Use Disorders)	Outpatient Treatment Program: MA (Mental Health Disorders)
Patients Served	2,948	936	758	476
Admissions	1,020	801	736	415
Discharges	1,077	731	736	386
Evaluations	1,255	N/A	657	362
Counseling Sessions	15,986	13,917	1,664	1,008
Medical Exams	1,481	631	N/A	N/A
Psychiatric Evaluations	72	45	N/A	28
Psychiatric/Medication Review Sessions	152	133	N/A	94
Number of Patient Days	335,570	13,917	N/A	N/A

A Patient Success Story: *The Power of Hope and Determination*

Sara, a 33-year-old woman expecting a child, faced the immense challenge of battling opioid addiction when she requested an evaluation and treatment recommendation at Connecticut Counseling Centers, Inc. Sara was admitted to the Opioid Treatment Program and immediately engaged with clinical and recovery support services. Determined to give her baby a better future, she sought the help and support of the treatment program medical and clinical staff, where she found guidance and unwavering support. Throughout her pregnancy, she overcame the temptation to relapse, her child serving as a powerful motivation to remain in recovery. During this time, Sara worked closely with the counseling and medical staff to establish and maintain her recovery and ensure a successful pregnancy. When she finally held her baby in her arms, it was a testament to her strength and commitment to sobriety. Their journey together was one of love, recovery, and hope, proving that even in the face of adversity, determination and support can lead to a brighter future for both mother and child.

Consumer Satisfaction Survey



- ✓ According to the CT Department of Mental health and Addiction Services (DMHAS) Consumer Satisfaction Survey Connecticut Counseling Centers, Inc. (CCC) exceeded the “Overall Satisfaction” survey goal of 80% by an average of **90%**.
- ✓ CCC exceeded the “Access to Treatment” survey goal of 80% with an average of **90%**.
- ✓ CCC exceeded the “Satisfied with Outcomes” survey goal of 80% with an average of **92%**.
- ✓ CCC exceeded the “I Feel Respected by the Treatment Provider” survey goal of 80% with an average of **93%**.
- ✓ CCC exceeded the “Quality and Appropriateness of Treatment Services Provided” survey goal of 80% with an average of **94%**.
- ✓ And the “Satisfied with the Level of Participation in Treatment” survey goal of 80% was exceeded by an average of **92%**.



Comments...

from our patients

- ✓ “This program has given me my life back and I am so grateful to all of the staff!”
- ✓ “I honestly believe it is because of CCC that I was able to get and maintain being sober”
- ✓ “I am so grateful to the clinic for everything they saved my life”
- ✓ “The staff here are excellent. Always polite, courteous and compassionate. Very helpful/resourceful”
- ✓ “They help me stay sober!”
- ✓ “I'm changing rapidly, for the better“
- ✓ “Thank you for caring“
- ✓ “My counselor always sees me when I need to be seen and helps with whatever I need”

Cities and Towns Served

CONNECTICUT: 108					
Ansonia	Cos Cob	Harwinton	New Haven	Riverside	Trumbull
Bantam	Coventry	Kent	New London	Rocky Hill	Wallingford
Barkhamsted	Cromwell	Lakeville	New Milford	Roxbury	Washington
Beacon Falls	Danbury	Lebanon	New Preston	Salem	Washington Depot
Berlin	Darien	Litchfield	Newington	Sandy Hook	Waterbury
Bethany	Deep River	Manchester	Newtown	Seymour	Watertown
Bethel	East Haddam	Meriden	North Haven	Sharon	West Hartford
Bethlehem	East Hampton	Middlebury	Norwalk	Shelton	West Haven
Branford	East Hartford	Middlefield	Norwich	Sherman	Weston
Bridgeport	East Haven	Middletown	Oakville	Somerville	Westport
Bridgewater	Easton	Milford	Orange	Southbury	Wethersfield
Bristol	Fairfield	Milldale	Oxford	Southington	Willimantic
Brookfield	Farmington	Monroe	Plainville	Stamford	Wilton
Burlington	Gaylordsville	Morris	Plantsville	Stratford	Windsor Locks
Canaan	Greenwich	Naugatuck	Plymouth	Suffield	Wingdale
Cheshire	Haddam	New Britain	Prospect	Terryville	Winsted
Colebrook	Hamden	New Canaan	Redding	Thomaston	Wolcott
Cornwall Bridge	Hartford	New Fairfield	Ridgefield	Torrington	Woodbury

Cities and Towns Served

NEW YORK: 18			
Amawalk	Dover Plains	Pawling	South Salem
Baldwin Place	Fishkill	Pine Plains	Thornwood
Brewster	Mahopac	Port Chester	Wassaic
Bronx	North Salem	Pound Ridge	
Carmel	Patterson	Purdys	

Grants Awarded

ARPA 1*	\$10,000
ARPA 2*	\$1,600
ARPA 3	\$20,000
State Opioid Response Grant (DMHAS)*	\$70,500
DMHAS OTP Grant*	\$136,484
CSSD Grant*	\$291,336
United Way of Waterbury*	\$10,152
Waterbury Community Services Investment Program	\$32,122
Health Disparities and Prevention Grants - Back-up Generator (Meriden Clinic): \$102,600 - Construction (Meriden Clinic): \$500,000	\$602,600
Congressionally Directed Spending	\$255,000
Total Amount of Grant Funding Awarded	\$1,429,794
*Total Funds Received in Fiscal year 2023	\$520,072

Audited Financial Operation Statement: Fiscal Year End 2022 – 2023

INCOME		EXPENSES	
Patient Fees	\$475,812	Salaries	\$6,564,521
Medicaid Low Income Adult	6,758,353	Fringe & Payroll Taxes	1,773,442
Title XIX	305,248	Contract Services & Security	1,036,278
Dept of Mental Health & Addiction Services	206,984	Rent, Leases & Facility Maintenance	1,116,276
Managed Care	1,520,068	Other Direct Expense	915,198
Medicare	1,159,087	Laboratory Services & Medical Supplies	139,297
Court Support Services	834,275	Materials, Supplies & Equipment	176,408
United Ways – Waterbury	10,152	Utilities & Telephone	319,380
Commercial Insurance	2,619,558	Insurance	175,212
All Other Income	12,427	Training	29,168
Donations	2,712	Legal & Accounting	73,445
		Bad Debts	1,080,304
TOTAL INCOME	\$13,904,676	TOTAL EXPENSES	\$13,398,929
SURPLUS	\$505,747		