



*Annual Report
FY 2023 -2024
Welcome to the
Year in Review*



4 Midland Road, Waterbury



20 North Main Street, Norwalk



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.



A Message from the office of the President & Executive Director:



Robert C. Lambert, MA, LADC

I am proud to present the following Fiscal Year 2024 Connecticut Counseling Centers, Inc. (CCC) Annual Report. The opioid epidemic in Connecticut continues to claim the lives of too many of our citizens. However, there is positive news to report. According to the Connecticut Department of Public Health, there was an 8.3% decrease in fatal overdose deaths in 2023 compared with 2022. This represents a decrease of 126 fatal drug overdose deaths last year. This is the first annual decrease in overdose deaths since well before the pandemic. It is clear that the numerous harm reduction, treatment, and prevention strategies are having a positive impact.

Yet there is still much more work to be done. In Connecticut, Fentanyl and Xylazine are still very prevalent in the drug supply resulting in challenges for the person in recovery and the treatment system. Additionally, Carfentanil, a synthetic opioid which is up to 100 times more powerful than Fentanyl, has made its way into the Connecticut drug market. Far too many families are still being devastated by opioid misuse.

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.

CCC continues its proud history of delivering state of the art treatment services for substance use and mental health disorders. In addition to our opioid treatment programs, CCC continues to provide outpatient treatment for other substance use and mental health disorders as well as intensive outpatient treatment services. Last year we provided treatment and recovery support services to over 5,000 people.

CCC remains a recognized leader in the field and continues to provide leadership and expert training and mentoring for the behavioral healthcare field. In the following pages you will find several examples of these initiatives including conference presentations, educational programs, professional mentoring initiatives, and student internships.

Substance use and mental health disorders are not just an individual and a family problem, they are also a community problem. Our staff continues to be extensively involved with numerous community initiatives, informational event, coalitions, and provider groups. The goal of these efforts is to provide information and services to the broader community and ensure that the community services our patients require are engaged in and coordinated. In the following report, you will read about some of these efforts.

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 delivered these services. I continue to be very proud of the CCC staff and the high quality of care they provide. 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

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

Leadership

Board Of Directors

Abram Heisler, Esq., Chairman of the Board	Robert C. Lambert, President
Frank D. 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, President/Executive Director	Alan Nolan, LCSW, Director of Clinical Operations
Jason Bradway, MSA, Director of Information Services	David Schiavo, AS, Director of Human Resources
Mark Kraus, MD, Chief Medical Officer	Wayne Wamser, BS, Director of Finance
Megan Lockshire, RN, Director of Nursing	

Program Leadership

Elizabeth Pirola, MS, LPC, LADC Program Director, Brookside Road Clinic, Waterbury	Suzanne DeRosa, MS, LPC Program Director, Midland Road Clinic, Waterbury
Stacy Benson, MS, LADC Program Director, Danbury Clinic	Jeffrey Greenblatt, MA, LADC Program Director, Norwalk Clinic
Joshua Noffsinger, LCSW Program Director, Meriden Clinic	

Corporate & Executive Support Staff

Executive Assistant

Michele Sitler

Admin Support Specialist

Nelly Marrero

Bookkeeper

Fay Oliver

Medical Claims Specialist

Jason Burt

Maria Ferrer

Rose Tyson

Lucinda White

System Administrator

Larry Goodyear

Brookside Road (Waterbury) Clinic Staff

Program Director

Elizabeth Pirola, MS, LADC, LPC

Medical Director

Amy Chai, MD

Psychiatrist

Lori Sobel, MD

Pharmacist

Stanley Lisewski, R.Ph.

Office Manager

Gloria Cruz

Administrative Support Clerk

Emily Nunez (AM)

Jacqueline Vargas (PM)

1 vacant position (AM)

Clinical Team Leader

Maria Robalino, LMFT

Velmary Vargas, MS, LADC

OP Counselors

Venetia Lush, BS

Michael Tracy, MS

Counselor 1

Jonathan Bartolini, BS

Daren Carroll, BS, CADC

Christopher Reid, BA

Dianna Stapleton, BS

James Steck, MA

2 vacant positions

Associate Counselor

Nydia Diaz

Engagement Specialist

Damian DiGennaro

1 vacant position

Nurse Practitioner

Joanne Callahan, APRN (Per Diem)

1 vacant position

Psych Nurse Practitioner

Emily Friedman, APRN

Director of Nursing

Megan Lockshire, RN

Supervising RN

1 vacant position

Staff Nurses

Cheryl Cain-Hendricks, LPN

Chivonna Clemon Curry, LPN

Colleen Mallory, LPN

Recovery Coach

1 vacant position

Danbury Clinic Staff

Program Director

Stacy Benson, MS, LADC

Medical Director

Mark Kraus, MD

Psychiatrist

Vacant Position

Pharmacist

Howard Miller, R.Ph

Office Manager

Suzette Balgrove-Forrester, BA

Administrative Support Clerks

Martha Sutton, BA

Derek Reeves

1 vacant position

Clinical Team Leaders

Maria Andre, MS, LPC

Carissa Bartollini, MS, LPC

Taylor DeBartolo, MS, LPC

OP Counselors

Marivel Barnard, LMSW

Loren Pinnock, MS, LPC

Shaneeka Reid, LMSW

Megan Rose, LPC

Michael Svanda, MS, LADC

Counselor 1

Kayla Alexander, BA

Catherine Bolduc, MS, LPCA

Michelle Ross, LMSW

Nicole Shepps, BS

Danielle Sterry, MS

1 vacant position

Associate Counselor

Casey Egan, BA

Nurse Practitioner

Joanne Callahan, APRN (Per Diem)

1 vacant position

Director of Nursing

Megan Lockshire, RN

Supervising RN

Debra Zilinek, RN

Staff Nurses

Vicki Hall, LPN

Victoria Caggiano, LPN (PT)

John Johnson, LPN (PT)

Judith Minalgo, LPN (PT)

June Suib, RN (PT)

Engagement Specialist

Jessica Alliot, MS

Recovery Coach

Lydia Taylor

Meriden Clinic Staff

<p><u>Program Director</u> Joshua Noffsinger, LCSW</p>	<p><u>Clinical Team Leaders</u> 1 vacant position</p>	<p><u>Nurse Practitioner</u> Nancy Krulikowski, APRN</p>
<p><u>Medical Director</u> Mark Kraus, MD</p>	<p><u>OP Counselors</u> Boni Alim, LMSW Wayne Thompson, LMSW</p>	<p><u>Director of Nursing</u> Megan Lockshire, RN</p>
<p><u>Psychiatrist</u> Lori Sobel, MD</p>	<p>Melissa Wells, AS Odette White Eagle, LMSW</p>	<p><u>Staff Nurses</u> Susan Perry, LPN Joselyn Rodriguez, LPN (PT)</p>
<p><u>Pharmacist</u> Stanley Lisewski, R.Ph</p>	<p><u>Counselor 1</u> Danee Allen, LMSW Aurelia Mushrall, BS 1 vacant position</p>	<p><u>Engagement Specialist</u> Chris Comerford</p>
<p><u>Office Manager</u> Keysha Martinez</p>	<p><u>Associate Counselor</u></p>	<p><u>Recovery Coach</u> 1 vacant position</p>
<p><u>Administrative Support Clerks</u> Felix Baez Annie Echevarria</p>		

Midland Road (Waterbury) Clinic Staff

<p><u>Program Director</u> Suzanne DeRosa, MS, LPC</p>	<p><u>Clinical Team Leaders</u> 2 vacant positions</p>	<p><u>Health Educator</u> Amanda Dinsmore, LPN</p>
<p><u>Medical Director</u> Michael Feinberg, MD</p>	<p><u>OP Counselor</u> Diane Heyward, LADC, LMSW (PT) Dkeya Torres, MS, LPC</p>	<p><u>APRN</u> Joanne Callahan (Per Diem) 2 vacant positions</p>
<p><u>Psychiatrist</u> Lori Sobel, MD</p>	<p><u>Counselors 1</u> Hilda Gomez-Ibanez, I/CCDP, CAC Nina Haynes, LMSW Rebecca Hilton, MS Michael Levy, BS Aleida Montalvo, BA Tammy Morris Jones, BA Timothy O'Keefe, MA</p>	<p><u>Director of Nursing</u> Megan Lockshire, RN</p>
<p><u>Pharmacist</u> Stanley Lisewski, R.Ph.</p>	<p><u>Associate Counselors</u> Edna Rivera</p>	<p><u>Supervising RN</u> Jennifer DallaValle, RN</p>
<p><u>Office Manager</u> 1 vacant position</p>		<p><u>Staff Nurses</u> Yolanda Love, LPN Jodi-Preli McCue, LPN Andrea Thompson, LPN (P/T) Marisol Villanueva, LPN (P/T)</p>
<p><u>Administrative Support Clerks</u> Dvon Burchette Mary Gonzalez Yazmin Vargas</p>		<p><u>Engagement Specialist</u> Tammy Messenger Brenda Ramirez</p>
<p><u>Data Entry Clerk (PT)</u> 1 vacant position</p>		<p><u>Recovery Coach</u> Christina Fusco</p>

Norwalk Clinic Staff

Program Director

Jeffrey Greenblatt, MA, LADC

Medical Director

1 vacant position

Pharmacist

Howard Miller, R.Ph

Office Manager

Andrea Hashmi, MBA

Administrative Support Clerk

DeBorah Delrish, BS

Manuela Ochoa , AS

Clinical Team Leader

Jodi Kingsley, MS, LADC, LPC

David Walenczyk, MA, LMFT

OP Counselors

David Africano, MA, LADC

Jasen Getner, MA, LMFT (P/T)

Yuliza Rosas, MSW, LMSW

Catherine Rosales, BS

1 vacant position

Counselor 1

Vanessa Beaujour, MA, LPCA

Denise Papay, MS, LPCA

1 vacant position

Nurse Practitioner

1 vacant position

Director of Nursing

Megan Lockshire, RN

Supervising RN

Mary Lonergan, RN

Staff Nurse

Michelle Campbell, LPN (PT)

Johana Poulard, LPN (PT)

Vernette Wilson. LPN (PT)

Engagement Specialist

Yariliz Salas, BA

Staff Employment Milestones

The following employees are recognized for their years of service with CCC:

30 Years



Jason Bradway, MSA
Director, Information Services
Corporate Office



Daren Carroll, BS, CADC
Counselor 1
Brookside Road Clinic

25 Years



Nydia Diaz
Associate Counselor
Brookside Road Clinic

10 Years



Vanessa Beaujour, MA, LPCA
Counselor 1
Norwalk Clinic



Nina Haynes, LMSW
Counselor 1
Midland Road Clinic

5 Years



Maria Andrade, MS, LPC
Clinical Team Leader
Danbury Clinic



Jodi Kingsley, MS, LADC, LPC
Clinical Team Leader
Norwalk Clinic



Colleen Mallory, LPN
Staff Nurse
Brookside Road Clinic



Fay Oliver
Bookkeeper
Corporate Office



Debra Zilinek, RN
Supervising RN
Danbury Clinic

2023 CCC Annual Staff Appreciation Event

Connecticut Counseling Centers, Inc. held a Staff Appreciation and Awards Ceremony this year at Holiday Hill Resort in Cheshire, CT on Sunday, August 20th. This event was open to employees, their families, the Board of Directors and their families. There were a total of 178 attendees at this years event.

This event was an opportunity for our employees to have fun enjoying the various planned activities offered by Holiday Hill. The day included food, sporting events, arts and crafts, bingo, canoes and kayaks at the lake and relaxing at the pool. Employees were also able to meet and socialize with employees from all of our clinics and the Corporate Office.

An Awards Ceremony was held to recognize staff years of service milestones.

- ✓ 5 employees were recognized for 5 years of service
- ✓ 4 employee for 10 years
- ✓ 1 employee for 35 years



2023 CCC Annual Event (Con't.)

Several employees were honored for exceptional performance. These include the Sigmund Freud (Siggy) Award which recognizes Exceptional Clinical Development, the All-Star Award, the Heart of the Agency Award, Leadership Excellence Award and the Customer Service Excellence Award.

The award recipients were:

- **Heart of the Agency Award:** Edna Rivera, Associate Counselor, Midland Clinic, Waterbury
- **Siggy Award (Clinical Skills):** Velmary Vargas, Clinical Team Leader, Brookside Road Clinic, Waterbury
- **All Star Award:** David Schiavo, Director of Human Resources, Corporate Office, Michele Sitler, Executive Assistant, Corporate Office
- **Leadership Award:** Jeffrey Greenblatt, Program Director, Norwalk Clinic
- **Customer Service Award:** Felix Baez, Admin Support, Meriden Clinic

The Award Ceremony was followed with a raffle for staff members just to add a little more excitement and fun to the day!



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. The next few slides will list in detail the extensive number of memberships and collaborations the staff maintains and the community connection events that Connecticut Counseling Centers, Inc. staff have hosted or participated in.

Community Connections (con't.)

Robert Lambert, MA, LADC, President/Executive Director

- ✓ President of the Opioid Treatment Providers of Connecticut (OTPC).
- ✓ Member of the Board and Connecticut delegate of the American Association for the Treatment of Opioid Dependence (AATOD).
- ✓ Member of the AATOD Nomination Committee.
- ✓ Member of the AATOD Conference Planning Committee.
- ✓ Chair of the AATOD Conference Workshop Committee.
- ✓ Member of the Connecticut Community Nonprofit Alliance (CCNA).
- ✓ Attends the CCNA Adult Behavioral Health Division meetings.
- ✓ Attends the CCNA Public Policy Committee Meetings.
- ✓ Attends the Connecticut Behavioral Health Partnership Oversight Council meetings.

Community Connections (con't.)

Alan Nolan, MSW, LCSW, Director of Clinical Operations

- ✓ Attends the Connecticut Department of Mental Health and Addiction Services (DMHAS) Methadone Roundtable meetings.
- ✓ Participates in the Connecticut Nonprofit Alliance Criminal Justice Division meetings.
- ✓ In May of 2024, Alan Nolan, LCSW, attended the AATOD National Conference in Las Vegas, Nevada. Alan facilitated and presented at three workshops, facilitated a Hot topic Roundtable Discussion Forum, and authored a Poster Presentation.
- ✓ Attends the Hill Day meetings in Washington, DC along with Rob Lambert.
- ✓ Attended the Mayors Opioid Task Force under the direction of Mayor Neil O'Leary.
- ✓ Alan, along with Rob Lambert, met with the new Waterbury Mayor, Paul Pernerewski to discuss how CCC can serve the community and the Opioid Epidemic.

Community Connections (con't.)

Mark L. Kraus, M.D. DFASAM, Chief Medical Officer

- ✓ Founder, Treasurer and Board Member of Consortium of Physician Education on Substance Abuse (COPE)
- ✓ Assistant Clinical Professor of Addiction Medicine, Yale University School of Medicine
- ✓ Member of the American Society of Addiction Medicine.

Community Connections (con't.)

Elizabeth Klass-Pirola, MS, LADC, LPC, Program Director, Brookside Facility

- ✓ Attends Waterbury Hospital's Community Care Team meetings. The participants of these weekly meetings include medical professionals, law enforcement, and human services professionals in the Waterbury area. The care team identifies individuals who are high utilizers of emergency room services, to address their physical and behavioral healthcare needs. The team seeks to utilize their respective resources to create treatment plans for each identified individual.
- ✓ Elizabeth Pirola coordinated NARCAN education/distribution at Brookside with Waterbury Department of Health. Through the Opioid Task Force, Brookside is coordinating on-site resources for our patients. This includes the OD Response Team through Waterbury DPH to present 1x weekly at Brookside on Fridays distributing NARCAN and Fentanyl test strips.
- ✓ Attends the Community Partners in Action meetings. The non-profit organization provides services that promote accountability, dignity, and restoration for people affected by the criminal justice system. The focus is about transition from life in the corrections system to life in the community. Our clinical team works closely with them to help coordinate continued treatment. Resources were shared in order to generate a master list of services in the Waterbury area.

Community Connections (con't.)

- ✓ Attends the Western CT Coalition meetings as a member of the Opioid Workgroup. Western CT Coalition is a coalition of volunteers, citizens, and prevention and treatment professionals dedicated to developing and coordinating services that reduce the harmful effects of substance use disorders on individuals, families, and children living and working in the twenty-two towns that comprise the Northwest corner of Connecticut. Participates on the statewide opioid prevention sub-committee of the CT Alcohol and Drug Policy Council, among other groups that are working on this very challenging issue.
- ✓ Brookside Road Clinic facilitated housing assistance for CCC patients monthly through PATH Outreach on-site at the Clinic. Christina Bishop, presented with resources and assisted patients with 211 questions and concerns regarding housing and vouchers. Due to the increased homelessness across Connecticut, the Connecticut State Department of Housing said that homelessness has surged lately with 83% more people without a place of their own, compared to November 2020. The Brookside Road 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 services.

Community Connections (con't.)

- ✓ Obtained and distributed “Change the Script” educational and community resource materials to Brookside Road Clinic patients. 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.
- ✓ The staff at the Brookside Road Clinic recognize that the diverse population face increased challenges, including employment instability, homelessness, and legal issues; all of which affect engagement in outpatient mental health and substance abuse services. As the need for behavioral health services increases, so does the need for increased access and coordination of community services. During the year the staff continued to work with the Waterbury Department of Health to incorporate overdose prevention education and increase the availability of Narcan. Additionally, clinic staff continued to work with community providers, particularly seeking on-site housing assistance for our patients. Lastly, we continue to strengthen collaborations with employment services in Waterbury in order to foster training and specific job skills. Director of Nursing, Megan Lockshire, RN, obtained NARCAN for Brookside Clinic.

Waterbury Overdose Awareness Event

On 8/31/2023 Brookside Road Clinic Recovery Coach, Christina Fusco, attended an event on the Waterbury Green with the Waterbury Health Department outreach workers and first responders. She distributed overdose awareness silicone bracelets and provided CCC Opioid Treatment Program information.



Homeless Community Outreach Event

Christina Fusco, Brookside Road Recovery Coach, attended a community event on 11/19/23 hosted by the Waterbury Police Department. This was an event to educate the Waterbury community about services Waterbury provides. Christina distributed business cards, CCC mission statement brochures, information about Methadone and Suboxone, and promotional items to engage and invite residents to discuss our services. This was also an opportunity to network with other organizations in the Waterbury area.



Waterbury Health and Wellness Fair

On 2/7/24, Recovery Coach, Christina Fusco and Alexis Brown, Counselor I attended the Waterbury Health Department & the Center for Human Development (CHD) Hospitality Center for the Health & Wellness Fair. This event included: Naloxone Training/Distribution, Harm and Risk Reduction, Free & Confidential HIV Screening, Blood Pressure Screenings, and Community Resources for Mental Health/Substance Misuse.



Waterbury Reentry Resource Fair

On 4/30/24 Waterbury clinic staff attended the Waterbury Reentry Resource Fair sponsored by the Waterbury Police Activity League and the Waterbury Reentry Welcome Center. CCC staff provided education materials and information on CCC services available.



Community Connections

Suzanne DeRosa, MS, LPC, Program Director, Midland Road Clinic, Waterbury

- ✓ Waterbury Community Care Team member/participant
- ✓ DMHAS Methadone Roundtable meeting participant
- ✓ Networking with Waterbury Department of Public Health
- ✓ Greater Waterbury Reentry Counsel Meeting member (GWREC)
- ✓ Networking with Change the Script-Wheeler Clinic Community Outreach

Community Connections (con't.)

The Midland Road Clinic participated in the following community events:

- ✓ On 11/17/23, Midland Road Clinic staff attended a Court Support Services Division (CSSD) meet & greet hosted by the Brookside Road Clinic. The “Lunch & Learn” program was provided for CSSD referral sources. The program focused on education on urine drug screening tests and interpreting results. The information was provided by our labs.
- ✓ On 3/12/24, Waterbury Public Health Department supported clinic operations by visiting the Midland Road Clinic to meet with patients and provide harm reduction supplies and health information.
- ✓ On 4/30/24, Re-entry Provider Fair. Midland Road Clinic attended event at the PAL Center with other providers to support clients within the re-entry legal system.
- ✓ On 5/8/24, staff attended a ROVER training sponsored by the CT Harm Reduction Alliance and DMHAS. Two Midland staff participated at the Hartford ROVER training for harm reduction tools hosted by DMHAS.
- ✓ On 5/31/24, staff attended a training on Managing Opioid Use Disorder Treatment in CT Nursing Homes.
- ✓ On 6/29/24, staff attended Waterbury Community Fair at the Waterbury City Hall. Midland participated in the event to market services/support the Waterbury community.

Community Connections (con't.)

Stacy Benson, MS, LADC, Program Director, Danbury Clinic

- ✓ Member of the Western CT Coalition (established to address the opiate epidemic in the Greater Danbury Area, and across the state).
- ✓ Member of the Western Connecticut Health Network Community Care Team.
- ✓ Member of the Danbury Hospital Steering Committee.
- ✓ Member of the Community Health Improvement Committee of Greater Danbury.
- ✓ Attends the DMHAS Methadone Roundtable meetings.
- ✓ Participates in the annual Danbury Service System Orientation sponsored by DMHAS.

Community Connections (con't.)

The Danbury Clinic participated in the following community event:

- On 11/4/23 the Danbury Clinic staff participated in Mission Health Day which is an event hosted by Danbury Hospital and our community partners. The focus of the event is to provide medical and psychosocial resources to those in the community who need it the most.

Community Connections (con't.)

Jeffrey Greenblatt, MA, LADC, Program Director, Norwalk Facility

- ✓ Represents Connecticut Counseling Centers as a member of the “The Hub”, which is the “Regional Behavioral Health Action Organization” (RBHAO) for this region of the state. Collaborates with HUB members to work on community activities.
- ✓ Member of the Norwalk Community Care Team.
- ✓ Attends the DMHAS Methadone Roundtable meetings.
- ✓ Attends the CSSD Quarterly Risk Reduction Indicator Quality Team meetings.
- ✓ Attended the AATOD Conference in Las Vegas, Nevada. Jeff and fellow presenter Alan Nolan, LCSW, Director of Clinical Operations conducted a Poster Presentation on “The Impact of Methadone Dosing on Fentanyl: An 18-Month Follow-up,” which included a question and answer session.

“National Night Out” (Norwalk)

On Tuesday, August 15, 2023, Program Director, Jeffrey Greenblatt MA, LADC and Outpatient Counselor, Denise Papay, LPC participated in the Norwalk Police Department’s “Norwalk Night Out.” The event is part of a larger “National Night Out” that communities across the nation participate in. It is an annual community building campaign to promote police community partnerships and neighborhood.

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 citizens of 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 fun was had by everyone.



NorWalk for Mental Health & Wellness Fair

On Saturday, May 11, 2024, Program Director, Jeffrey Greenblatt, Engagement Specialist, Yariliz Salas and 5 CCC patients attended the “NorWalk for Mental Health & Wellness Fair.” This is the third straight year that the event was held and third straight year that Connecticut Counseling Centers were represented at the walk. The fair consisted of mental health booths, people sharing their mental health journeys, a press conference with local elected officials and it culminated in a 1.5-mile walk to support mental health awareness month. An estimated 250 people from Norwalk and surrounding areas attended the event. The patrons spent time connecting with others while engaging in fun activities including laughing yoga, ceramics, gaining awareness through the inspiring speakers, learning about local resources, and walking together.





Santa Brings Cheer to Norwalk Clinic Children

The annual tradition of a Holiday Party for the children of our Norwalk clinic patients continued this year. Similar to last year, we held the 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 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 approximately 20 children in need this year.

The Program Director, Jeffrey Greenblatt was responsible for picking up the unwrapped gifts and getting them to our site, where 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. Norwalk Staff and the gift recipients continue to be ever 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. This was a successful celebration for the patients and staff.

Community Connections

Josh Noffsinger, LCSW, Program Director, Kensington Clinic

- ✓ Member of the DMHAS Methadone Roundtable meetings.
- ✓ Member of the Midstate Chamber of Commerce, as well as a member of the Chamber's Health and Wellness Committee.
- ✓ Participated in the annual Meriden Overdose Awareness Event at the Meriden Green (see next slides).
- ✓ Attended the AATOD Conference in Las Vegas, NV, in May 2024. Program Director Josh Noffsinger and Counselor Aurelia Mushrall attended.
- ✓ Coordination with Meriden Department of Health and Human Services.
- ✓ CSSD Adult Behavioral Health Services. Ongoing interactions and meetings to maintain the collaborative relationship with Meriden Adult Probation, Family Court, and Pre-trial Services (see next slides).
- ✓ Member of Meriden/Wallingford Community Collaborative .
- ✓ Member of the Mid-state Medical Center Community Care Team.

Community Connections (con't.)

- ✓ On 8/31/23, in honor of International Overdose Awareness Day within the clinic, staff wore purple shirts and created a tree of life drawn on the interior window in the lobby (see next slides). During the morning staff had offered that if patients chose, they could write the first names of loved ones of theirs who had passed away due to opiate overdose on paper that looked like green leaves that were subsequently attached to the tree.
- ✓ On 10/20/23, Program Director Josh Noffsinger attended the Connecting the Community event at the Meriden Senior Center. The event was put on by the Meriden Senior Center staff, who invited over 30 individuals from a range of programs/providers and those who interact with our community. The event was well attended and led to successful collaborative communication with others, as well as brief verbal presentation of CCC Meriden Clinic and all the programs and services that are provided.
- ✓ On 10/24/23, the first re-started Community Care Team Meeting held by Mid-state Medical Center took place, attended by Program Director Josh Noffsinger. Many providers from various levels of care and programs from Hartford Hospital were present, as well as representatives from Community Health Center, Meriden Senior Center, and Carelon Behavioral Health. Future meetings will be held monthly to discuss barriers to treatment for high utilizing service individuals, as well as programmatic connections and collaborations to assist individuals in the Meriden community.

Community Connections (con't.)

- ✓ On 2/2/24, Program Director Josh Noffsinger and Engagement Specialist Chris Comerford attended the semi-annual Meriden/Middletown Risk Reduction Indicators Meeting at Meriden's Office of Adult Probation. It was attended by ABHS and AIC providers in both towns and reviewed successes and barriers with regard to service delivery. Meriden Clinic's collaborative relationship with Meriden Adult Probation was particularly highlighted by CSSD Program Manager Brian Delude, in that the efforts have led to significantly improved follow-through from referral to service connection.
- ✓ On 2/19/24, the Meriden Department of Health and Human Services came to Meriden Clinic and offered Narcan training to both patients and staff. Additionally, Narcan was offered to all participants to take home.
- ✓ In early May 2024, Josh Noffsinger, Program Director, and Meriden Clinic Nurse Josie Rodriguez joined other CCC employees at the CT Harm Reduction Alliance's training on Harm Reduction Rovers. It was a two day training that offered education on harm reduction practices and supplies overall, as well as the initiative with DMHAS to provide Harm Reduction Rovers to individuals in treatment in the state of CT who want to participate.
- ✓ On 5/9/24, Joshua Noffsinger, Program Director, attended the annual Spring Breakfast event at the Franciscan Life Center in Meriden. This event brings in treatment providers of all kinds to the Franciscan Life Center, which offers a variety of services, and allows for engagement of providers together.

Community Connections (con't.)

Overdose Awareness Day at Hubbard Park – August 26, 2023

On 8/26/23, Program Director Josh Noffsinger and Administrative Support Annie Echevarria represented CCC Meriden Clinic at the Meriden Annual Overdose Awareness Event at the Meriden Green by manning a table with educational and promotional materials for CCC. They were able to provide information and education around methadone maintenance, overdose prevention, and referral information. They were also able to network with other local providers in the area to communicate mutual treatment and services information.



Community Connections (con't.)

“Opioid Overdose Awareness Day” at the
Meriden Clinic: August 31, 2023



*The Tree of Life to honor individuals that patients
have known who have passed due to overdose*

Meriden Clinic Halloween 2023

Fairy Tale Forest

In our annual tradition, Meriden Clinic staff decorated the clinic and chose costumes with a theme for Halloween. This year we chose a fairy tale forest and characters, in order to boost patient engagement and build staff camaraderie. As occurs every year, many patients expressed gratitude and appreciation for the efforts of our staff to brighten their days and have something to look forward to and be excited about. Several patients expressed that the decision to make the day special informs our patients that we really care about them and their experience coming to the clinic.



Community Connections (con't.)

Richard Bilangi, M.S., Founder, Former President and Executive Director, Current CCC, Inc. Board Director

- ✓ Continues as a Member at Large on the Board of The American Association for the Treatment of Opioid Dependence (AATOD).

Connecticut Alliance of Non-profits Legislative Forum At CCC

On 1/30/24, Brookside Clinic hosted the Regional Legislative Meeting. This is a regional meeting hosted in-person, and co-hosted by the CT Alliance of Non-Profits members. The meetings are opportunities for state legislators to hear from nonprofits about the impact of skyrocketing demand for services, increasing costs, the ongoing workforce crisis, as well as the life-changing work done each day by non-profit providers. Several legislators expressed an interest in a follow-up visit to the clinic to hear more about the services CCC provides to the community and to speak with patients.

On 2/22/24, Ron Napoli, the 73rd Assembly District Representative, once again visited Brookside to meet with patients, tour the facility, shadow clinic operations, and meet with Elizabeth Pirola, MS, LADC, LPC, Program Director, Robert Lambert, MA, LADC, Executive Director and Alan Nolan, LCSW, Director of Clinical Operations.

Waterbury Mayor Pernerewski visits the Brookside Road Clinic

On June 18, 2024 Waterbury Mayor Paul Pernerewski and Chief of Staff, Joseph Geary, visited the Brookside Road Clinic to learn more about CCC and the services we provide to the community. They met with several staff members and toured the facility. They also met with several patients to discuss their recovery journeys, their experiences at CCC and what is needed to address the opioid and Fentanyl epidemic.



Legislative Visits in Washington D.C.

- September 13, 2023 Robert Lambert, Dr. Mark Kraus, and Alan Nolan attended the AATOD Hill Day and met with the staff of Senator Richard Blumenthal, Senator Chris Murphy, Rep. Jahana Hayes, Rep. Jim Himes, Rep. Rosa DeLauro. Focus of these meeting was on pending legislation impacting the behavioral healthcare field and issues specific to the opioid epidemic in CT.
- On March 13, 2024 Robert Lambert and Alan Nolan traveled to Washington DC to attend AATOD Hill Day. They visited with the staff of Senator Richard Blumenthal, Senator Chris 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.



The logo for the 2024 AATOD Conference. It features the acronym 'AATOD' in large, bold, teal letters. Below it, the full name 'American Association for the Treatment of Opioid Dependence, Inc.' is written in a smaller, teal font. At the bottom, '2024 CONFERENCE' is written in the same large, bold, teal font.

AATOD
American Association for the Treatment of Opioid Dependence, Inc.
2024 CONFERENCE

MAY 18-22, 2024

planet hollywood
**TREATING OPIOID USE DISORDER:
SO MUCH MORE THAN MEDICATION**

PLANET HOLLYWOOD
LAS VEGAS
RESORT & CASINO

In May of 2024, 13 CCC employees attended the 2024 American Association for the Treatment of Opioid Dependence (AATOD) Conference in Las Vegas, Nevada. The AATOD Conference is the premier international conference on the treatment of opioid use disorders. The theme of the conference was “Treating Opioid Use Disorder: So Much More Than Medication”. Consistent with this theme, CCC staff gave a number of presentations.

2024 AATOD Conference Attendees

- Robert Lambert, MA, LADC, President & Executive Director
- Mark Kraus, MD, Chief Medical Officer
- Alan Nolan, LCSW, Director of Clinical Operations
- Stacy Benson, MS, LADC, Program Director, Danbury Clinic
- Joshua Noffsinger, LCSW, Program Director, Meriden Clinic
- Jeff Greenblatt, MA, LADC, Program Director, Norwalk Clinic
- Maria Andrade, MS, LPC, Clinical Team Leader, Danbury Clinic
- Jodi Kingsley, MS, LADC, LPC, Clinical Team Leader, Norwalk Clinic
- Rebecca Hilton, BS, Counselor I, Midland Road Clinic, Waterbury
- Aurelia Mushrall, BS, Counselor 1, Meriden Clinic
- Diana Stapleton, BS, Counselor I, Brookside Road Clinic, Waterbury
- James Steck, MA, Counselor I, Brookside Road Clinic, Waterbury
- Jennifer Dellavalle, RN, Supervising RN, Midland Road Clinic



2024 AATOD Conference

CCC staff have given a total of 55 presentations at national and international conferences since 1986 and have presented at almost all of the 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 5 presentations at the 2024 conference.

- Workshop Session: *“Therapeutic Partnerships: The Most Important Evidence-Based Practice”*. Presenter: Alan Nolan.
- Workshop Session: *“Seeking Safety in Medication Assisted Treatment (MAT): A Model for Treating Trauma and Opioid Dependence”*. Presenter: Alan Nolan.
- Workshop Session: *“Avoiding Burnout and Compassion Fatigue: How Self-Care Among Substance Use Professionals Enhances Patient Care”*. Presenters: Joshua Noffsinger and Alan Nolan.
- Hot Topic Roundtable Discussion Forum: *“Navigating the Fentanyl Crisis: Implications for MAT Treatment Guidelines”*. Round Table Facilitators: Alan Nolan, Mark Kraus.
- Poster: *“The Impact of Methadone Dosing on Fentanyl”*. Presenters: Jeff Greenblatt and Alan Nolan.



College Internships

An important element of academic programs that lead to certification and licensure in the various behavioral healthcare disciplines is the field placement internship. These internships provide the student with practical experience and helps them prepare for a career in behavioral healthcare. CCC recognizes the important educational role that community based clinics have in preparing new counselors for their first clinical position and provides college internship opportunities at all five clinic locations. During the year a total of 13 internships were provided. The clinics provided supervision and internship opportunities for students from Albertus Magnus College, Fordham University, Manhattan College, Pace University, Post University, St. Joseph's University, Touro University, University of New Haven, and Western Connecticut State University.

These interns shadowed outpatient counselors providing various treatment services such as facilitation of groups, individual sessions, as well as psychosocial evaluations. The exposure to treatment modalities, harm reduction interventions, and case coordination methods are some of the benefits that the students received by being on site with licensed clinicians. All interns are also provided individualized supervision throughout their internship experience. The hands-on-work experience interns receive is invaluable. It affords students the opportunity to apply acquired academic knowledge to real work experiences and learn specialized and practical skills.

The Brookside Road Clinic also provides one-way mirror observation training rooms. This unobtrusive observation method facilitates learning with less distraction when the Interns are observing live group or individual sessions.

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 and licensure. The CT CADAC Training Program curriculum satisfies the Connecticut Department of Public Health and the Connecticut Certification Board training requirements for certification or licensure as an Alcohol and Drug Abuse Counselor.

The training program transitioned to a hybrid model utilizing the Zoom platform for the majority of classes.

CT CADAC Training Program

- Since inception, **715** students have attended one or more sessions at our CT CADAC Training Program. Some students enroll in the entire program while others attend specific classes needed to complete their training portfolio. During the past fiscal year, The Connecticut Certified Alcohol and Drug Abuse Counselor Training Program provided a total of **45** classes to 21 students. Eight of these students were returning from the previous year.
- **116** students who have attended our CT CADAC TP from its inception have informed us that they are now either CT Certified or Licensed Counselors as a result of the training they received from our training program.
- As was with the case last year, the Zoom virtual platform proved extremely popular with the students as the training program generated near record levels of attendance. The resolution to make the virtual component permanent has allowed for enhanced student circumstantial accommodations that would have otherwise not allowed certain students to participate.
- CT CADAC TP Staff Members Include:
 - Robert Lambert, M.A., LADC, President and Director of Administration
 - Alan Nolan, MSW, LCSW, Director of Academic Affairs, Instructor
 - Jeff Greenblatt, MA, LADC, Director of Admissions
 - Michele Kowalewski, Instructor.

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 supports for patients in our two Waterbury Opioid Treatment Programs (OTP). During the past year, an additional Recovery Coach was hired for the Meriden OTP.

✓ **Peer Recovery Support - The Bridge to Recovery (BTR) program:**

This program offers any OTP patient who is in need of extra support a Peer Mentor, who is an OTP patient in long-term recovery and trained as an addiction specialist, to work with them offering individual peer counseling services.

✓ **M.A.R.S. - (Medication Assisted Recovery Support) program:**

The Norwalk Clinic also offers the M.A.R.S. program. The M.A.R.S. program offers OTP patients peer led informational and spiritual groups, social groups that support recovery and other peer activities that encourage and promote living a healthy lifestyle.

Peer Recovery Support (con't.)

- MARS or “Medication Assisted Recovery Support”: The MARS program is a peer support program that provides additional support for patients in the Norwalk Opioid Treatment Program.
 - ✓ Patients in recovery for at least 90 days can train to become Peer Recovery Support Specialists (PRSS).
 - ✓ MARS operates a drop-in support center during medication hours.
 - ✓ One of the main goals of the MARS Project is to provide a sober recovery community.
 - ✓ The program provides:
 - Peer run support groups
 - Special informational events
 - Peer organized outside activities and groups
- A total of 2 PRSS assisted in running the MARS program. Approximately 6 patients regularly attended MARS this past year.

Patient Success Story:

The Power of Hope and Determination

Christine, a 40-year-old single mother, learned in July 2023 the unexpected news that she was pregnant. Christine had been sober and in recovery for some time when learning that she was pregnant. She had been in treatment with CCC Meriden OTP Clinic since shortly after the clinic first opened. She processed her anxiety and fears about having a baby with her counselor and nursing staff when she found out. Shortly after, she learned that she was having twins. She also began to experience withdrawal symptoms as a result of the pregnancy for the first time since her first week at the Meriden Clinic.

She already had a young child that she was taking care of. The thought of taking care of and raising three children was terrifying to her. In response to her symptoms of anxiety, panic, and withdrawal while trying to figure out how she would be able to raise three young children by herself, she engaged her treatment team every step of the way and coordinated care between CCC Meriden Clinic and medical staff and her OBGYN's office. In December 2023, Christine gave birth to healthy twins with a supportive birth plan with the CCC Meriden Clinic.

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 clients, 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.

The following statistics offer a clear picture of the successes of the BIRTH program

	Danbury	Meriden	Norwalk	Waterbury Brookside	Waterbury Midland	Totals
Total # of Pregnancies	11	6	0	4	8	29
Total # of Deliveries	9	6	0	1	2	18
Transferred to another clinic prior to birth	1	0	0	2	1	4
Births of 5 lbs. 7 oz. or greater	4	0	0	1	2	7
Over 35 weeks	6	5	0	1	2	14
# of Miscarriages	0	1	0	0	0	1
# of Terminated Pregnancies	1	0	0	1	2	4
Left Treatment Prior to end of Pregnancy.	0	0	0	0	2	2

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 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 will strengthen CCC's efforts to participate in training/education of residents/students in substance abuse 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."

Research Partnership with Yale University

The Brookside Road and Danbury Clinics are participating in a Yale research study on an innovative treatment for chronic pain and OUD at the clinic. The treatment is a nondrug pain management intervention that is a technology-based form of cognitive behavioral therapy (CBT) that addresses treatment barriers and improve pain-related outcomes with OTP patients. The Yale research assistant is on-site scheduling appointments regularly and has fully integrated with Connecticut Counseling Centers, Inc. clinical staff at the Brookside Road and Danbury clinics. The research project is on-going through the next fiscal year.

Connecticut Judicial Branch, Court Support Services Division, Adult Behavioral Healthcare Services Contracts

We completed the 17th contract year with the State of Connecticut Judicial Branch Court Support Services Division (CSSD). CSSD contracts with CCC to provide adult behavioral health services in Danbury, Meriden, Norwalk, and Waterbury. Connecticut Counseling Centers, Inc. has continually met or exceeded annual benchmark outcome measures which has resulted in the continual expansion of patient services.

CCC is contracted to provide Family Services, Bail Services, and Adult Probation 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 Danbury, Meriden, Norwalk, and Waterbury (2 clinics). The current contract with two one year extensions will end June 30, 2027.

Connecticut Counseling Centers, Inc. met or exceeded most CSSD/CDCS performance goals during the past year at all five clinics. As a result, all clinics were designated as “level one” rated facilities which is the highest rating given by CSSD!

CSSD Statistics

During the past fiscal year, CCC received 2,024 CSSD referrals for assessment and treatment mental health and substance use disorders. **This represents a 47% increase compared to the previous fiscal year.**

CSSD PATIENTS SERVED FY 2022					
	Danbury	Meriden	Norwalk	Waterbury (<i>Midland Rd. & Brookside Rd.</i>)	Total
New Patients	472	504	450	598	2,024
Patients Served	610	631	500	683	2,424

Since the inception of CCC's contracts with the State of Connecticut Judicial Branch Court Support Services Division, **16,543** 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 6/30/22				
Danbury	Meriden	Norwalk	Waterbury (<i>Midland Rd. & Brookside Rd.</i>)	Stamford (closed)
2,899	2,103	3,946	6,387	1,208

Patient Success Story... *“Finding Real Safety”*

Kelly is a 68-year-old woman living in a one-bedroom apartment in Waterbury. She is content and grateful for each day. She says, “If it weren’t for my methadone and the clinicians who supported me and believed in me, I wouldn’t have these days.”

She grew up in Waterbury and experienced a lot of trauma in her lifetime. She ran away from home at 16 and managed to survive the streets. Kelly refers to “survival” in a very literal way. She often says, “I should have died ten times over.” She needed to feel “safe,” so she married someone she knew from the streets. Only that wasn’t “safe” at all, just familiar. That proved to be traumatic as well, forcing her to run again.

Kelly had turned to opiates in her late teens. It was the only thing to help her escape her situation which she described as “hell.” She developed a dependence on opioids she referred to as “her captor”. Throughout her life, this addiction tortured, threatened, and attempted to kill her several times, she overdosed on opioid a total of eight times.

She was tired and desperate. She had nowhere else to run. So, she walked to CCC. Finally, she could sit and rest. Kelly fully engaged in treatment. She attended counseling sessions and stabilized on medication with the help of the medical staff. She felt the real version of safe. She started to feel better. She began to address her past.

Today she is thriving in treatment and recovery and has stable housing. She works as a nanny and she has decided to return to school. She thanks her higher power each day for the methadone treatment that “saved me from myself.”

CCC By the Numbers

- Summary of Services Provided: All Programs:
 - ✓ **5,079** Patients served
 - ✓ **284** Psychiatric evaluations
 - ✓ **736** Psychiatric medication management sessions
 - ✓ **1,378** Physical exams completed
 - ✓ **2,511** Psychosocial Assessments
 - ✓ **15,934** Individual counseling sessions
 - ✓ **2,771** Group counseling sessions
 - ✓ **13,633** IOP patient treatment days

Patient Success Story... “Sally’s Journey back”

Sally was a registered nurse. She had the job of her dreams, the house with the yard, and she became pregnant. As long as it took to get to this point, it just took a moment for it to collapse. A car accident, a split-second decision, that’s all that it took. She was badly injured. Sally knew that she should disclose her opiate history to the doctor. Instead, she remained quiet.

Sally began abusing opiates shortly thereafter, taking more and more “for the pain.” She lost sight of everything she worked so hard to build. Nothing mattered but the opioids until she caught a glimpse of herself in the bedroom mirror; sunken eyes, gray skin, and unkempt hair. This wasn’t her. She realized life is made up of moments. And this became a defining moment. She knew she needed help.

Sally contacted Connecticut Counseling Centers, Inc. (CCC) and applied for treatment. She was afraid; will they take my baby away? Will I lose my job? So many questions raced through her mind. Sally was admitted to the Opioid Treatment Program, engaged in treatment and stabilized on methadone. She knew this meant a fresh start. She attended counseling and worked hard on her recovery. Sally knew she could have better, deserved better, and could achieve better with the help of methadone treatment at Connecticut Counseling Centers, Inc.

Sally delivered a healthy baby, gained financial security, and maintained employment. Methadone treatment at Connecticut Counseling Centers, Inc. helped her transform her life again and complete her journey back.

Brookside Road (Waterbury) Opioid Treatment Program

	Methadone Maintenance Treatment	Opiate Taper
Patients Served	735	2
Admissions	259	2
Discharges	283	2
Assessment and Evaluation	302	2
Individual Sessions	3,504	3
Group Sessions	352	0
Number of Participants	3,068	0
Total Counseling Sessions	3,856	3
Psychiatric Evaluations	41	0
Medication Review Sessions	187	0
Physical Exams	192	2
Patient Days	72,694	228

Danbury Opioid Treatment Program

	Methadone Maintenance Treatment	Opiate Taper
Patients Served	709	0
Admissions	217	0
Discharges	271	0
Assessment and Evaluation	226	0
Individual Sessions	5,527	0
Group Sessions	126	0
Number of Participants	482	0
Total Counseling Sessions	5,653	0
Psychiatric Evaluations	7	0
Medication Review Sessions	11	0
Physical Exams	487	0
Patient Days	81,859	0

Patient Success Story... *Jessie's Journey*

Jessie first came to CCC Meriden Clinic on November 2021, when she was transferred to the Meriden Clinic from another OTP after learning it had opened. She was a single mom, living with her mother and daughter. Jessie struggled daily with her daughter, who had significant behavioral issues. She was using fentanyl at the time of intake and reported that she had been using it for 10 years. She stated that during those 10 years, the longest she had refrained from use was 2 months. She was also diagnosed with Posttraumatic Stress Disorder and expressed having had a history of passive suicidal ideation.

Jessie reported struggling with engaging in treatment initially due to the bevy of responsibilities and little time between work and family obligations. She struggled with her recovery during much of her first year of treatment and she told her counselor that that using drugs was an escape from stressors in her life. She was consistent in engaging in treatment, but struggled to get “over the hump.” She then experienced a traumatic event that scared her. She effectively processed and reflected with her counselor what it meant in the moment and for her life as a whole. She agreed with the recommendation of the medical staff to adjust her medication. She worked hard on her issues with her counselor and found an increased motivation to be sober for her family and herself.

In June 2023, she achieved sustained full recovery and has remained abstinent since. She discussed with her counselor her newfound improved ability to manage life stressors and more effectively parent her daughter based on her sobriety, increased engagement with her family, and working with CCC Meriden Clinic. She expresses a calm and happiness that she could not remember experiencing for any length of time in her adult life.

Meriden (Kensington Ave.) Opioid Treatment Program

	Methadone Maintenance Treatment	Opiate Taper
Patients Served	300	3
Admissions	163	3
Discharges	128	3
Assessment and Evaluation	164	3
Individual Sessions	899	13
Group Sessions	196	6
Number of Participants	818	17
Total Counseling Sessions	1095	19
Psychiatric Evaluations	23	0
Medication Review Sessions	44	0
Physical Exams	165	3
Patient Days	37,498	616

Midland Road (Waterbury) Opioid Treatment Program

	Methadone Maintenance Treatment	Opiate Taper
Patients Served	835	0
Admissions	257	0
Discharges	327	0
Assessment and Evaluation	329	0
Individual Sessions	2,855	0
Group Sessions	232	0
Number of Participants	1,284	0
Total Counseling Sessions	3,087	0
Psychiatric Evaluations	23	0
Medication Review Sessions	116	0
Physical Exams	332	0
Patient Days	95,083	0

Martina's Journey of Hope and Resilience

Martina, a 29-year-old Hispanic American woman, took a brave step by applying for admission to the Norwalk Opioid Treatment Program (OTP) at CCC. At the time, Martina was in a delicate stage of recovery after facing significant personal and health challenges. She had just completed a five-month inpatient program where she had been receiving intensive care. Living with her mother in Norwalk, she was adjusting to life as a new mother, having given birth to a baby girl just two months earlier.

Martina's journey to this point had been marked by numerous struggles. Prior to entering treatment, she had been battling a severe heroin addiction. Despite multiple attempts to quit and attending several inpatient treatment programs, she repeatedly found herself relapsing within days of discharge. Her addiction had not only taken a toll on her health and personal life, but it also led to legal complications. As a result, the Department of Children and Families (DCF) had become involved, placing added pressure on her to stabilize her life for the sake of her newborn child.

Upon her admission to the Norwalk clinic, Martina took active steps to confront both her addiction and the underlying mental health issues that contributed to it. Struggling with depression, she sought psychiatric care at CCC and was prescribed medication to manage her symptoms. Determined to break free from her past, Martina engaged fully in her counseling sessions, focusing on relapse prevention strategies and developing healthier coping skills. Despite the weight of her circumstances, she began working part-time, taking steps toward rebuilding her independence.

Since her admission, Martina has shown remarkable resilience and determination. She has remained abstinent from illicit drug use, a significant milestone given her history of relapse. She successfully resolved her DCF case, allowing her to reclaim her role as a mother without the looming fear of intervention. Martina remains engaged with OTP services at CCC and takes full advantage of available treatment services. Her motivation and commitment to her recovery is clearly evident.

Martina has managed to maintain her abstinence since her initial admission to the clinic. Her journey is one of hope and perseverance, as she has not only regained control of her life but also become a stronger, more resilient version of herself. Her story is a powerful reminder of the strength required to rebuild a life after addiction, and she serves as an inspiration to others who are still in the midst of their own recovery battles.

Norwalk Opioid Treatment Program

	Methadone Maintenance Treatment	Opiate Taper
Patients Served	214	2
Admissions	44	2
Discharges	49	2
Assessment and Evaluation Sessions	59	2
Individual Sessions	2,061	13
Group Sessions	46	0
Number of Participants	132	0
Total Counseling Sessions	2,107	13
Psychiatric Evaluations	26	1
Medication Review Sessions	70	0
Physical Exams	46	0
Patient Days	29,504	256

Infectious Disease Services

Type of Service	Total
HIV Education Sessions	840
HIV Risk Reduction Plans	69
HIV Testing with Counseling	350
Support Group and Referrals for Risk Reduction	0
Nutritional Counseling	651
Medical Counseling	652
Hepatitis B Tests	616
Number of Positive Hep B Results	0
Hepatitis C Tests	616
Number of Positive Hep C Results	74

Intensive Outpatient Program

	Danbury	Meriden	Norwalk	Waterbury Midland	Waterbury Brookside
Patients Served	240	159	172	122	144
Admissions	173	163	166	98	129
Discharges	192	154	140	101	133
Average length of stay (Days)	76	58	83	72	48
Psychiatric Evaluations	9	34	24	13	42
Medication Management Sessions	7	37	54	46	99
Patient Days	2,720	3,413	4,055	1,311	2,134

Outpatient Substance Abuse Treatment

	Danbury	Meriden	Norwalk	Waterbury Midland	Waterbury Brookside
Patients Served	291	128	149	121	172
Admissions	200	170	135	100	165
Discharges	214	133	113	92	163
Assessment & Evaluation Sessions	387	170	136	90	171
Individual Sessions	116	56	143	64	226
Group Sessions	400	299	99	83	207
Number of Participants	3,701	1,269	815	664	1,083
Total Counseling Sessions	499	355	242	147	1,309

Outpatient Mental Health Treatment

	Danbury	Meriden	Norwalk	Waterbury Midland	Waterbury Brookside
Patients Served	202	113	75	142	49
Admissions	147	108	65	112	52
Discharges	138	65	47	120	48
Assessments/ Evaluation Sessions	166	103	66	92	48
Individual Sessions	88	34	160	116	59
Group Sessions	328	144	67	99	87
Number of Participants	875	772	424	618	220
Total Counseling Sessions	416	178	227	215	156
Psychiatric Evaluations	11	5	12	13	1
Medication Review Sessions	12	2	25	26	0



Comments...

from our patients

- ✓ “I love this program, best program ever.”
- ✓ “I really feel very comfortable with my counselor, Michelle. I feel she supports me with my decision and feelings every time we speak.
- ✓ “Counselors that I’ve had made a huge impact. Kayla is one of the best.”
- ✓ “Daniele take her job seriously and always takes the time to talk to me making sure I’m ok, She is kind caring and has a big heart, but professional at the same time.”
- ✓ "this place kept me drug free“
- ✓ "I will come here no matter what. I love the staff and will always come here"
- ✓ “This place makes me feel safe"

Outcome Measures



Successful Program Completions By Level of Care

Program	Danbury	Norwalk	Waterbury Midland	Waterbury Brookside	Meriden	Total by Program Type
Opiate Taper	N/A	2 (100%)	N/A	1 (50%)	3 (100%)	6 (86%)
Methadone Maintenance	156 (58%)	28 (57%)	141 (43%)	185 (65%)	60 (47%)	570 (54%)
Intensive Outpatient Treatment	119 (62%)	95 (68%)	61 (60%)	93 (70%)	113 (73%)	481 (67%)
Mental Health Outpatient Treatment	108 (78%)	33 (70%)	94 (78%)	43 (90%)	65 (82%)	343 (79%)
Substance Abuse Outpatient Treatment	181 (85%)	91 (80%)	73 (79%)	147 (90%)	113 (85%)	605 (85%)
Total Successful Program Completions	564 (69%)	249 (71%)	369 (58%)	469 (75%)	354 (71%)	2,005 (68%)

OTP DMHAS Outcome Measures	DMHAS Standard	Danbury	Norwalk	Waterbury Midland	Waterbury Brookside	Meriden
Overall satisfaction with services measured by an annual survey. (Reported by DMHAS as an agency wide average score)	>80%	95%	97%	84%	85%	96%
Patients will maintain or increase their level of functioning.	>75%	100%	100%	100%	96%	92%
Number of patients served annually that had no new arrests.	>75%	95%	98%	96%	80%	87%
At least 70% of individuals served annually will have reduced or eliminated substance use.	>50%	58%	65%	60%	70%	74%
At least 40% of individuals served annually will maintain or increase their amount of competitive employment.	>40%	97%	100%	95%	100%	98%
At least 90% of individuals served annually will improve or maintain their living situation.	90%	96%	96%	100%	91%	96%
At least 50% of individuals discharged will have substantially completed the objectives identified on their recovery plans.	50%	57%	55%	79%	61%	51%

Did You Know...



- ✓ According to the DMHAS Consumer Satisfaction Survey CCC exceeded the “Overall Satisfaction” survey goal of 80% by an average of **93%**.
- ✓ CCC exceeded the “Access to Treatment” survey goal of 80% with an average of 87%.
- ✓ CCC exceeded the “Satisfied with Outcomes” survey goal of 80% with an average of 89%.
- ✓ CCC exceeded the “I Feel Respected by the Treatment Provider” survey goal of 80% with an average of **91%**.
- ✓ CCC exceeded the “Quality and Appropriateness of Treatment Services Provided” survey goal of 80% with an average of **92%**.
- ✓ And the “Satisfied with the Level of Participation in Treatment” survey goal of 80% was exceeded by an average of **93%**.



Comments...

from our patients

- ✓ “This is the best program I ever been in...”
- ✓ “ My counselor Rea is outstanding!!!”
- ✓ “The staff here, from the front desk to the nurses to the counselors are all very friendly, helpful, and make me feel comfortable.”
- ✓ “You have helped me save my life. My family thanks you.”
- ✓ "I'm still here after all these years later for a reason"
- ✓ "I've been doing so good, staff is great!
- ✓ "Awesome counseling & support always"
- ✓ "I really love my program and my counselor Jodi"

Towns And Cities Served

DANBURY FACILITY				
Amawalk, NY	Dover Plains, NY	New Fairfield	Purdys, NY	Verplanck, NY
Bethel	East Hartford	New Haven	Redding	Washington
Branford	East Haven	New London	Seymour	Washington Depot
Brewster, NY	Fishkill, NY	New Milford	Shelton	Waterbury
Bridgeport	Gaylordsville	New Preston	Sherman	Watertown
Bridgewater	Hamden	Newtown	Somers, NY	West Hartford
Bristol	Hartford	North Salem, NY	Southbury	West Haven
Brookfield	Higganum	Norwalk	Stamford	Wethersfield
Carmel, NY	Kent	Oxford	Stratford	Wingdale
Cornwall Bridge	Manchester	Patterson, NY	Thomaston	Wingdate, NY
Cromwell	Monroe	Pawling, NY	Torrington	Woodbury
Danbury	Naugatuck	Pine Plains	Trumbull	Ridgefield
				Sandy Hook

BROOKSIDE ROAD FACILITY

Ansonia	Cheshire	Milford	Planville	Terryville
Bantam	Danbury	Morris	Plymouth	Thomaston
Beacon Falls	Derby	Naugatuck	Prospect	Torrington
Berlin	East Hartford	New Britain	Roosevelt, NY	Waterbury
Bethany	Hamden	New Haven	Roxbury	Watertown
Bethel	Hartford	New Milford	Sandy Hook	West Haven
Bethlehem	Harwinton	Newtown	Seymour	Winsted
Bridgeport	Litchfield	Norwalk	Sharon	Wolcott
Bristol	Madison	Oakville	Southbury	Woodbridge
Bronx, NY	Meriden	Oxford	Southington	Woodbury
Burlington	Middlebury			

MIDLAND ROAD FACILITY

Ansonia	Cromwell	Middletown	Plantsville	Waterbury
Beacon Falls	Danbury	Milldale	Prospect	Watertown
Bethlehem	Glastonbury	Monroe	Seymour	West Haven
Branford	Hamden	Morris	Southbury	Willimantic
Bridgeport	Hartford	Naugatuck	Southington	Winsted
Bristol	Harwinton	New Britain	Terryville	Wolcott
Burlington	Lakeville	Oakville	Thomaston	Woodbury
Canaan	Meriden	Oxford	Torrington	
Cheshire	Middlebury	Plainville	Wallingford	

MERIDEN FACILITY - KENSINGTON AVENUE

Berlin	Haddam	Newington	Stratford
Bristol	Hamden	North Haven	Suffield
Cheshire	Hartford	Northford	Torrington
Cromwell	Meriden	Norwich	Wallingford
Derby	Middlefield	Oakville	Walton, NY
East Haddam	Middletown	Plantsville	Waterbury
East Hampton	New Britain	Rocky Hill	West Hartford
East Haven	New Haven	Southington	West Haven
			Wethersfield

NORWALK FACILITY

Bridgeport	Fairfield	New Fairfield	Southport	Weston
Bristol	Greenwich	New Haven	Stamford	Westport
Danbury	Marlton, NJ	Norwalk	Stratford	Wilton
Darien	Monroe	Redding	Torrington	Woodbury
East Hartford	Naugatuck	Shelton	Waterbury	Yonkers, NY
Easton	New Canaan	Somerville, MA	West Haven	

Grants Awarded

CSSD/ARPA	Danbury Flooring	\$ 41,429
CSSD/ARPA	Brookside Flooring	\$ 19,052
Workers Compensation Safety Grant	Mats, Nursing chairs	\$ 5,895
State Opioid Response Grant (DMHAS)	Recovery Coach	\$ 75,000
DMHAS OTP Grant		\$ 139,965
CSSD Grant	Personnel	\$ 281,700
United Way of Waterbury		\$ 10,727
Total Funds Awarded in Fiscal Year 2024		\$ 573,768

Grant Funds Received

Workers Compensation Safety Grant	Mats	\$ 5,891
Waterbury Community Service Investment Program	Flat Screen TV, Awnings, Keyless Entry	\$ 32,122
ARPA 3	Brookside Flooring	\$ 20,000
State Opioid Response Grant (DMHAS)	Recovery Coach	\$ 75,000
DMHAS OTP Grant		\$ 139,965
CSSD Grant	Personnel	\$ 281,700
United Way of Waterbury		\$ 10,727
Total Funds Received in Fiscal Year 2024		\$ 565,405

Audited Financial Operation Statement

Fiscal Year End 2023 - 2024

INCOME		EXPENSES	
Patient Fees	\$543,515	Salaries	\$6,862,462
Medicaid Low Income Adult	6,246,868	Fringe & Payroll Taxes	1,962,712
Title XIX	298,842	Contract Services & Security	1,006,108
Department of Mental Health & Addiction Services	214,965	Rent, Leases & Facility Maintenance	926,135
Managed Care	1,464,674	Other Direct Expense	820,039
Medicare	1,001,706	Laboratory Services & Medical Supplies	120,041
Court Support Services	847,823	Materials, Supplies & Equipment	201,611
United Ways – Waterbury	10,727	Utilities & Telephone	272,911
Commercial Insurance	3,279,887	Insurance	159,858
All Other Income	70,368	Training and Conference	59,037
Donations	3,930	Legal & Accounting	84,517
		Bad Debts	1,454,258
TOTAL INCOME	\$13,983,305	TOTAL EXPENSES	\$13,929,689
SURPLUS	\$53,616		