40 YEARS OF COMMUNITY CARE

Building sate, healthy, caring communities and inspiring people to reacontheir full potential as productive and valued citizens.

THE CONNECTION 2012 ANNUAL REPORT

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# Dear Friends,

2012 was an exciting year for The Connection. We celebrated the agency's 40th anniversary and while we reminisced about our past, we also began planning for a new decade of promise for those we serve.

Each month, 6,000 people are assisted through The Connection's 38 diverse behavioral health, supportive housing, women and children and community justice programs. Our staff of nearly 500, spread across offices throughout Connecticut, work tirelessly to deliver services to the individuals who need it most. These programs not only rebuild the health of our clients and strengthen our communities, but they also save the taxpayer dollars.

Our nationally acclaimed services are backed by research that proves we are more than just another social service provider. The Connection Institute for Innovative Practice® exemplifies best practices in collaborative research, advocacy, and training for vulnerable populations through an established, interdisciplinary collective of leading researchers, advocates and practitioners in behavioral health and community justice. Currently, we are actively partnering on research studies with Wesleyan University, the University of Connecticut, University of New Haven and Central Connecticut State University. And we are conducting our own research on the life stories of ex-offenders. Our mission is to connect research with practice to better serve our clients, raise awareness and promote sound public policy.

Looking forward, our agency is preparing for the advent of the Healthcare Reform movement. Integration and availability of a continuum of care will be of great importance in helping to ensure the best treatment and most positive outcomes for our clients and the communities we serve. The Connection is poised to be a leader in delivering the right care at the right place at the right time.

Turn these pages to take a look back at our last 40 years. And travel with us to the future of human services. The Connection: We are Community-based Services, Advocacy and Research for Connecticut.

Thank you for joining us in our mission.

Sincerely

John LaRosa

Chair, The Connection, Inc. Board of Directors

Stephen Angle, Ph.D.

Chair, The Connection Fund, Inc. Board of Directors



# We are innovators of human services.

The Connection is one of Connecticut's premier human service and community development agencies offering unique solutions to the problems of homelessness, mental illness, substance abuse and community justice rehabilitation. Take a look at 40 years of milestones in our state and communities...

The Connection. a private, non-profit community health and social services agency is created by a handful of people who want to make a difference. Kätchen Coley and Nancy Flanner plant the seed when they start a halfway house to help young people coming out of the Connecticut Valley Hospital's drug treatment unit to stay clean and move toward a productive future. A grant for \$36,672 is received from the Connecticut Planning Committee on Criminal Administration for the establishment of Connection House, a 14-Bed Residential Substance Abuse Treatment Program for men from Middlesex County who are coming out of the correctional system and are in need of substance abuse treatment. The rest, as they say,

1982 With the success of Connection House, the agency expands to Montville, Connecticut with Cochegan House, a halfway house for men being discharged from the Connecticut Correctional System. At this program, clients develop self-sufficiency and improve self-esteem through the assignment of facility-based chores and through full-time employment in the community.

1983 The Connection establishes the Center for the Treatment of Problem Sexual Behavior, a ground-breaking, statewide program to prevent future sexual abuse through state-of-the-art assessment, treatment and training. The Center is comprised of adult, juvenile and developmental disability components and serves as a national model for successful treatment of these offenders.

1988 During the late 1980s it becomes apparent that The Connection's network of programs provides valuable assistance to underserved populations and to our

communities and two new residential programs are founded in New Haven. Roger Sherman House is designed to assist people with substance abuse who are recently discharged from the correctional system.

1990 The rise in community-based social service programs in the 1990s creates opportunities for The Connection to provide many additional diverse services to help those less fortunate.

Connecting Children and Families, a statewide therapeutic foster care program, is established to provide loving homes for behaviorally troubled children who are at risk for institutionalization.

The Eddy Shelter is founded in Middletown as an emergency shelter serving single adult men and women in Middlesex County. The Eddy Center is also established to provide transitional housing and counseling to men released from the community justice system.

1991 The agency expands to serve women and children with Hallie House, a Middletown-based residential substance abuse treatment program for pregnant and/or parenting women and their young children who desire to live a clean and sober life. The program provides quality clinical services and individualized treatment in a warm, supportive home environment. Similar programs. Mother's Retreat in Groton and Elm City in New Haven open in future years.

Also in 1991, The Bettor Choice, gambling-specific treatment programs for individuals and their families, opens to assist people in facing, and relieving their gambling addictions.

1995 The Connection introduces Supportive Housing for Families®, a statewide family reunification and preservation program providing subsidized scattered-site housing and

intensive case management. This program has since grown to be The Connection's largest program, assisting hundreds of families each year.

1996 Continuing to add Supportive Housing programs to assist low-income individuals with disabilities who are at risk for homelessness, The Connection opens Liberty Commons, a 40-unit facility in Middletown. Later, in 2006, The Connection opens Legion Woods in New Haven.

1998 Many programs are added during this period. including the Women's Recovery Support Program in Bridgeport; several outpatient clinics in southern Connecticut; Recovery House, a therapeutic residential program in New Haven for homeless adults who have substance abuse and mental health issues; and PILOTS, permanent scattered-site supportive housing in Middletown, Groton and New London for individuals with substance abuse and mental health issues.

2001 Community Justice programs take center stage at The Connection for the safety of the community and the well-being of individuals involved with the criminal justice system. SIERRA Center opens in New Haven as a pre-trial and post-incarceration program.

2005 REACH (Re-Entry Assisted Community Housing) is established to provide scattered-site supportive housing throughout the State for men coming out of the prison system.

2007 The CREST Center opens in New Haven as a day-reporting program for adults with mental health and/or substance abuse issues and who are involved with the criminal justice system.

2010 The Connection merges with ALSO-Cornerstone,

a long established New Havenbased behavioral health agency, and several additional behavioral health residential programs and clinics join the service mix.

Notable among these programs are Dwight House, ALSO-Cornerstone's original halfway house program, which opened in 1968; and Ruoppolo Supportive Housing Program, provided in partnership with the Housing Authority of New Haven that becomes the prototype for a nationally recognized model for public-private partnerships. The Ruoppolo model is replicated within The Connection at the Wolfe and West Village Apartments, which open their doors in 2007 and 2008 respectively. The Park Street Inn, a 15-bed Residential Living Center is established in 2005, and designed to meet the needs of adult individuals who have histories of multiple or prolonged hospitalizations due to mental illness, and who face complex challenges that complicate their recovery.

Other important programs include The Connection Prevention Services, which provides substance abuse prevention services for teens in the towns of East Haven and Guilford, and the Outreach and Engagement Project, a multi-agency collaborative program established to provide a range of community-based services to homeless adults.

2011 The Connection Institute for Innovative Practice is formed as an interdisciplinary collective of leading researchers, advocates and practitioners in behavioral health and community justice. Its mission is to connect research to practice to better serve our clients, to raise awareness, and to promote sound public policy.

2012 The January Center, the first program of its kind in Connecticut and a national program prototype, is opened to provide residential treatment for sex offenders.

# The Heroine of Many Lives: Kätchen Coley, Co-Founder of The Connection

ätchen Coley, Co-Founder of The Connection, is a living legend in the Middletown community. Wesleyan Philosophy Professor Philip Hallie wrote a chapter about her in his book, In the Eye of the Hurricane: Tales of Good and Evil, Help and Harm, which addresses the distinctions between ethical and cruel behavior. He named the desire to do good works, helping those in need, in Kätchen's honor, calling it "The Kätchen impetus — passionate caring."

The seed for The Connection was planted when Kätchen and her friend Nancy Flanner were volunteer tutors at Connecticut Valley Hospital (CVH). There they worked with young men addicted to alcohol and drugs who were serving alternative-to-incarceration sentences under the direction of Dr. Edward Friedman. As Kätchen met more addicts who failed repeatedly to overcome their addictions, she began to realize that a tutoring program and friendship were not enough to help them straighten out their lives.

And as one who is passionately engaged with life and people, Kätchen found that the youth, shattered dreams, and enormous needs of the young men with whom she worked so touched her heart that it was impossible to disengage herself when they left the hospital with no place to go. She often found herself talking with former tutees on the phone or providing them with a meal in the kitchen of her Middletown home, weeks after they had left CVH. She and Nan Flanner discussed the situation and agreed that one of the main problems was the absence of continuing support.

In his book, Professor Hallie wrote: "They agreed that one of the big problems was follow-up. Young alcohol and drug addicts, no matter how well they were tutored by the volunteers, had nowhere to go after Woodward. They had no way of reentering society after they had served their sentences. Many went right back into destroying their lives and the lives of their friends and relatives." Wouldn't it be fine, Kätchen and Nan asked themselves, if these young people could have a home in Middletown that would get them used to living a normal community life? . . . The staff of this transitional home would help them to stay off drugs by keeping them busy at various tasks, including cooking and cleaning, and would help them get interviews with various local merchants and businesspeople. The home would help these people connect with a physically, mentally and financially healthy way of life.

Kätchen and Nan Flanner hired a young man — one of their former tutees — to write a grant proposal. That first grant, for \$36,672, from Connecticut's Planning Committee on Criminal Administration, the National Institute of Mental Health, and the Alcohol and Drug Dependent Program, came through in the summer of 1972. Connection House opened its doors soon thereafter.

Today, Connection House is one of 36 programs in 50 locations statewide. Connection House's programming remains unchanged: it continues to provide substance abuse treatment and rehabilitation services in Middletown for 14 men. A portion of the beds are reserved for individuals who are transitioning from prison back into the community and who are in need of substance abuse treatment.

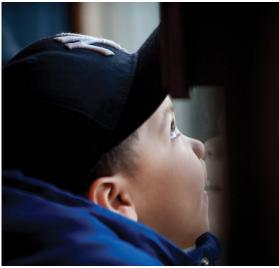
The Connection, on the other hand, has grown to be a \$47 million dollar agency that offers programs in four core areas: Supportive Housing, Behavioral Health, Community Justice, and Women's and Children's Programs. The agency employs more than 500 staff who work with more than 6,000 men, women and families each month, supporting them in their struggles with mental illness and addictions; and helping them gain the strength, skills, and community supports needed to live healthy and productive lives. But in spite of our size and growth, the agency remains true to its roots. Thanks in large part to Kätchen Coley we still embody "the Kätchen impetus — passionate caring."

In more recent years, Kätchen Coley is probably better known in the Middletown community for her local and state-wide environmental advocacy and role as a catalyst for open space preservation than she is for her founding of The Connection. She has served for more than 20 years on the Middletown Conservation Commission, where she helped establish open space protection for more than 15,000 acres of land. The Garden Club of America has recognized her for her service on the Conservation Commission of the Middletown Garden Club. She has served on the Long Hill Estate Parkland Committee in Middletown, has been an active member of the Connecticut River Watershed Council, and is an advocate for preservation of the Maromas section of Middletown. At the state level, Kätchen currently serves on the Steering Committee for the Connecticut Land Conservation Council, a coalition of land trusts and other conservation organizations dedicated to preserving open spaces throughout the state. Kätchen continues to serve on our Board of Directors — a living reminder of our roots and our original mission.

### Behavioral Health Programs

Mental health and substance abuse issues are at the core of many of our clients' difficulties. We know that with support, all individuals can participate in a recovery process that allows them to overcome or manage their disease, as well as live in a physically and emotionally healthy way. To address the needs of our clients and the communities where they reside, we offer a range of residential, outpatient and community-based programs.















### William: Achieving Small Successes

The Connection has achieved many successes over its 40-year history. But success takes many forms. Sometimes success means getting clean and sober, finding an apartment, getting a GED or completing a college degree and finding a job. Other times it means keeping appointments, taking medications, and maintaining an independent life outside of a group home or other institutional setting.

William, a client of The Connection's Behavioral Health Services in New Haven, is a success story. Eight years ago, William was homeless and living under a bridge. He made the transition from homelessness to stable housing and community participation through

the efforts of The Connection and has been living in the same, one-bedroom apartment in New Haven's East Rock neighborhood for more than seven years.

A veteran of the Marine Corps, William had held many diverse jobs following his honorable discharge in 1959. He also served a handful of minor prison terms while living in California. He returned to New England about eight years ago to live with his brother. After his welcome wore thin, he began living on the streets. About a year after he became homeless, William connected with The Connection's Outreach and Engagement team, an inter-agency collaboration between The Connection, Columbus House,

Hill Health Corporation, and Marrakech Behavioral Health Services. Twice a day, five days a week, staffs from each of these agencies go out into the community to reach out to homeless people and try to bring them into shelter and services. Through the efforts of his case manager, he connected with physicians and therapeutic groups at the Veterans Administration Hospital in West Haven. There he was diagnosed with delusional disorder and began treatment. With the help of caring case management and continuing therapeutic interventions, William has been able maintain his apartment and his independence. He loves to read, and absolutely dotes upon his cat, Ringo, whom he says has absolute claim to every square inch of his apartment.

The Connection has long been one of Connecticut's leaders in delivering innovative Community Justice Programs. Such programs improve community safety by helping individuals involved with the criminal justice system acquire the education, skills and resources needed to return to the community as productive and valued citizens. We work closely with our funders and service partners to offer advanced cognitive behavioral treatment approaches to successfully reduce criminal recidivism.











### Brian: A New Beginning

Brian, a 45-year-old married man, was familiar with the streets and how to make money the illegal way. When he and his family faced some financial hard times, Brian decided to supplement their income by selling drugs. He enjoyed being able to afford the luxuries for himself and his family that had been unreachable before he started selling drugs. But this life of luxury and ease did not last forever. Brian was arrested and sent to prison.

After Brian served his sentence, he was released to the custody of The Connection's Community Justice Programs, determined to turn his life around, secure employment and return to his loving family. He became very involved in the program: taking advantage of all the services available to him, attending vocational services groups, computer groups and working closely with Vocational Specialist Bob McAdams. He also became a mentor to the younger residents.

Brian very quickly found a part-time job working in the kitchen of a country club in the New Haven area and a second part-time job working at a discount variety store. "He worked all the way to the end," McAdams

says. "When he was discharged home to his wife and children in November 2011, he had thousands of dollars in his bank account."

Brian put his savings to good use. He visited McAdams a few months ago and reported that he and his wife had renewed their wedding vows in a second, formal wedding ceremony. He has maintained his relationship with the country club, and he and his family recently bought a three-family house in New Haven.

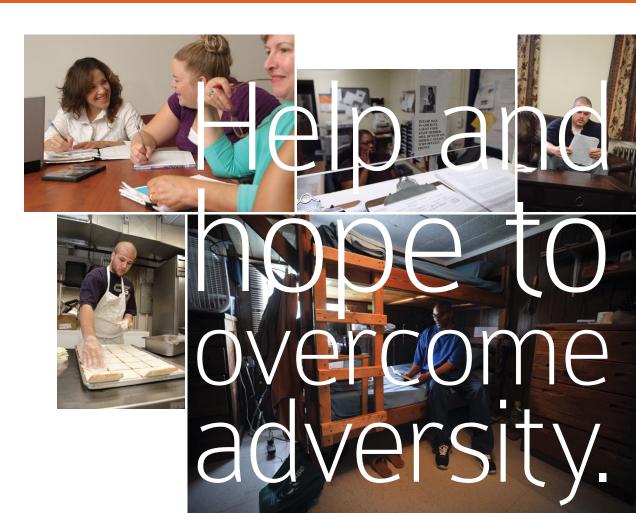








Supportive housing has been shown in national studies to effectively address chronic homelessness and save taxpayer dollars by reducing or eliminating more expensive alternatives, like hospitalizations, incarceration and shelter stays. The Connection has long been a leader in the supportive housing movement, creating the award-winning, Middletown-based Liberty Commons, one of the first such programs in Connecticut. We have also continued our tradition of innovation with Supportive Housing for Families®, a statewide family reunification program. The Connection also provides high-quality homes, supportive case management and treatment to at-risk women and children across the state. Nationally recognized by the Child Welfare League of America and the Social Policy Institute, these programs teach women who have been victims of abuse and neglect to care for their children in healthy environments.



### BJ: Mother and Child Reunited

"I thank God every day for The Connection," says BJ, a graduate of the Groton-based Women and Children's program Mother's Retreat. BJ lives in a tidy Groton apartment with her seven-year-old son. In 2007, BJ got high on alcohol and drugs and had a woodworking accident, losing three fingers. DCF got involved, and she lost custody of then two-year-old Bobby.

Losing Bobby devastated BJ. She spiraled downward and began drinking and using more and more. Just before Christmas 2008, she was admitted to a detox program at Connecticut

Valley Hospital (CVH). While at CVH she researched programs that would continue to work with her after she was discharged. One of the programs was The Connection's Mother's Retreat. The clients and staff at Mother's Retreat welcomed BJ with open arms.

And BJ started working toward regaining custody of her son. "As each day passed, it got a little easier," she says. BJ continues to work on her recovery, and on being a good mother. She does not do this alone. Upon graduation she was referred for after-care. "Erin, my counselor, is top notch," BJ says. "She has helped

me with housing, furniture and clothing for both myself and my son. I have been working with her for a few years now and consider her my friend, not my adviser."

For now, BJ is content to be living in Groton, raising her son, and driving a school bus. Because she has reconciled with her family, she wants to eventually move back to the community in which she grew up. "I have my son with me every day and tell him every day how much I love him."



















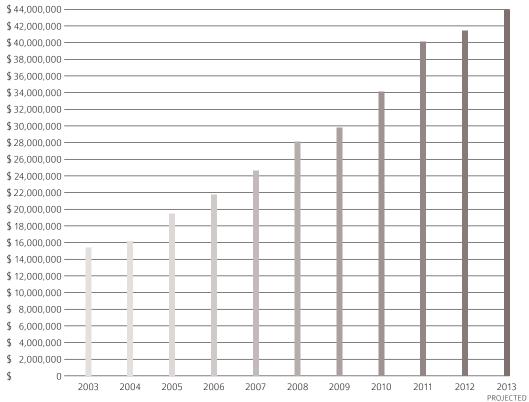
The Connection Fund

Since its creation in 1989, The Connection Fund, known as the "bricks and mortar" component of the agency, has developed numerous innovative examples of housing and allows The Connection to own a selection of facilities, property and equipment. The Fund strives to create safe, accessible, attractive housing opportunities for individuals and families in our care. The Fund also provides management services to The Connection, Inc. The Connection Fund has been recognized by the prestigious Maxwell Award of Excellence from the Fannie Mae Foundation and the Partnership to End Long Term Homelessness for its role in improving the quality of life of our citizens while supporting statewide efforts to end homelessness.

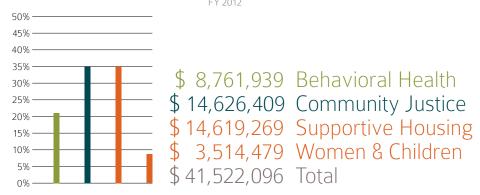


### The Connection, Inc. Annual Support

FY 2003 to FY 2013



### Total Grant Expenditures by Service Area

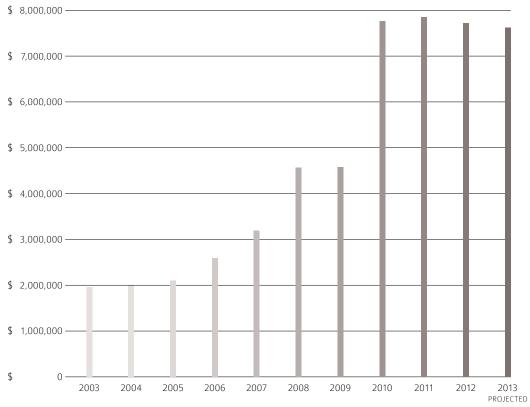


### How We Use The Dollars

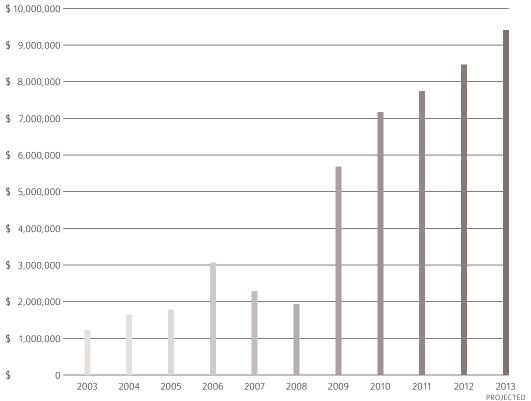
DIRECT Services to clients and communities, including providing counseling, evaluations, community service work, food, housing, care, guidance, supervision and monitoring.

1 1 % INDIRECT General leadership and management services including providing planning, program and fund development, accounting, audits, legal and personnel support, board support and community relations.

# The Connection Fund, Inc. Net Assets FY 2003 to FY 2013



## The Connection Fund, Inc. Annual Expenditures 2012–2013 data based upon Agency budget; FY 2003 to FY 2013



# 2012 Supporters

The Connection engages in life-changing work every day, but we can't do it alone. We extend our heartfelt appreciation to these caring individuals, companies and organizations that made a financial contribution to our agency in Fiscal Year 2012 (12 months ended June 30, 2012).

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Logan Stern Jon and Lucia Stevens Lucy Stevens Rose Stockman Stop & Shop New York

Metro Division Carla Smith Stover Kim Ann Strollo

Lakshman Subrahmanyan Suburban Stationers, Inc.

Laura Sundstrom Sweeeet Revenge Patricia A. Sweeney

Rebecca Sweet Andrew Szegedy-Maszak

Margaret Tai Benjamin Taylor Fred and Betty Terrasi Mary and Christopher Tesla Michele Tessier

Thomas Tetrault The Access Agency, Inc. The Bowerbird

The Public Market & Deli The Zanger Company Bill Thompson Luella Thompson Stephanie Nicol Tillman Brian Tippy Tolli's Apizza Christina and Neil Toti

Town of Cromwell Town of Durham Town of East Haddam Town of Essex Town of Killingworth Town of Portland

Trader Joe's Trumbull Community Women William and Susan Wasch Ashley Tupper Sam and Craig Ugrin

United Illuminating Company Leigh Webb United States Bureau of Justice Administration United States Department

of Health and Human Services Administration

United States Department of Housing and Urban

Development United States Department of Justice Federal Bureau of Prisons of Substance Abuse and

Mental Health Services Administration

United States District Court, District of Connecticut Probation Office

and Northeastern Connecticut United Way of Fairfield

United Way of Greater

New Haven United Way of

Middlesex County United Way of North Eastern

Connecticut

United Ways of New England Ursel's Web Jeffrey Van Fleet

Joshua, Cassidy, and Rachel Van Fleet

Joseph and Estelle Vanacore Mark Vanacore Kristin Veenema Vertical Screen

Verton, Inc. Victor Auto Body Works

Luiz Vieira Geralyn Vigliotti Jessica Vinall Christine Virtu Vincent Bogdan Gabriel Vioreanu Jennifer Visaggio Danielle Visconti W.B. Mason Company Wachovia Securities, LLC Danielle Walker

Janet Walker

Wall Street Pizza

Walmart Foundation Huoy Chyuong Walsh Jillian Walter Kimberly A. Warner Peter Warrington Watkinson Prisoners' Aid Society

Webster Bank Warren Weigel Jenva Weinreb and Anton

Bures Abbie Welch

Neal and Christine Wellins Kristin Wetmore

Wheeler Clinic Whittlesey and Hadley, P.C.

Wiggin and Dana, LLP Christine Wilson Subrena Winifield Woodland Power Products, Inc. Woodwinds

Michael and Julia Woolworth

Work Out World (WOW Fitness) Susan Wright Lisa Wywoda Jim Yakimoff

Yale Department of Athletics Yale-New Haven Hospital

Yale University Yorkside Pizza

Christopher and Karen Zeiser

Karolyn Zembko

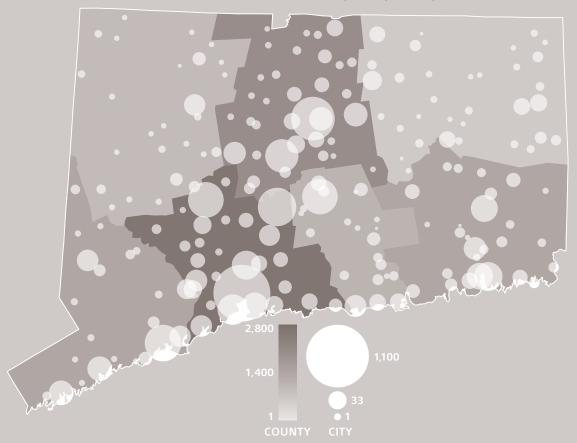
Danielle and Michelle Zumbo

If we inadvertently omitted your name, please contact our Communications and Fund Development

Office at 860 343-5500 extension 2125.

# Our services rebuild the health of our clients, strengthen our communities, and save valuable taxpayer dollars.

2012 TCI Client Census, Distribution by County and City



Behavioral Health

Dwight House

Michael Perlin Center for

Substance Abuse Intervention

Norton Court

Outreach & Engagement

Park Street Inn

Park Street Residence

Pendleton House

Recovery House

The Bettor Choice

The Connection Counseling Center

The Connection Prevention Services

Community Justice

Anti-Gang Initiative

Cochegan House

Connection House

CREST Center

Eddy Center

Project Safe Neighborhoods

Reach (Re-Entry Assisted

Community Housing)

Roger Sherman House

SIERRA Center

The Center For The Treatment

of Problem Sexual Behavior

The January Center

The Connection Power Team

Supportive Housing, Women & Children

Connecting Children and Families

Eddy Shelter of Middlesex County

Elm City

Hallie House

Mother's Retreat

Robert T. Wolfe Supportive Housing

Ruoppolo Supportive Services

Supportive Housing Fairfield

Supportive Housing for Families®

Supportive Housing Litchfield

Supportive Housing Middlesex

Supportive Housing New Haven Supportive Housing New London

West Village

Women's Recovery Support Program



# The Connection

Community-based Services, Advocacy and Research for Connecticut