



#### **Our Executive Team**

Lisa DeMatteis-Lepore, Chief Executive Officer

Thomas Forschner, MBA, CP/ Chief Financial Officer

Beth Connor, MBA, Chief Strategy Officer

Kathy Savino, Psy.D., Chief Program Office

Jessica Smith, LMFT, Deputy Chief of Clinical Development & Operations

Charles Barber, MFA, Director of Grantwriting and Special Projects; Director of The Connection Institute for Innovative Practice®

Debra Borzellino, LMFT, Director of Family Support Se

Patrick Fallon, MS, LADC Director of Community Justice Services

Teresa Ferraro, LPC, Director of Community & Residential Behavioral Health

John Lawlor, Director of Homeless Youth & Young Adult Programs

Sue Phillips, JD, MA, Director of Quality

Raquel Lugo, MD, Medical Director

#### The Connection, Inc. Board of Directors

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Lisa DeMatteis-Lepore, CEO



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Marvin Far<mark>bm</mark>an, Esq.

Lisa DeMatteis-Lepore, CEO

Robert Cohn. Esa

The Connection, Inc. Employees' Benefit Trust Trustees:

Raymond Archambault Raymond Bovich, CFA Michael Miller David Printy

# Dear Friends,

Hope 🕂 Vision 💳 Creating Positive Change 03

THANK YOU FOR YOUR INTEREST IN THE CONNECTION'S 2018 ANNUAL REPORT. DURING THIS YEAR, HUNDREDS OF STAFF, BOARD MEMBERS, COMMUNITY MEMBERS, AND STATE AND NATIONAL LEADERS SUPPLIED CONSTRUCTIVE FEEDBACK TO SHAPE THE CONNECTION'S STRATEGIC PLAN.

The strategic plan, titled *Creating Positive Change*, represents the shared aspirations of the agency's leadership, staff and Boards of Directors and will guide our organization for the next three years. We're pleased to share excerpts of this product within this report.

Established in 1972, The Connection has grown to be a state leader in the provision of housing, case management, and treatment services for the homeless, mentally ill, substance addicted, and for the preservation of families and individuals restarting their lives after incarceration. Our mission is to be responsive to our clients, our staff and our communities with quality, cost effective services that address these important societal and community safety concerns. We strive to do great work and seek to continually strengthen the agency's program profile and infrastructure.

As a private, nonprofit organization, our work is evolving by constant changes in the external landscape. The Connection's vision to be the most trusted provider in the communities we serve is more important than ever. To do this, it is imperative that we continue to adapt our programs, improve our financial sustainability, partner with others, strengthen our culture and internal operations and evolve our board leadership. It's always been our mission to improve the lives and promote the well-being of every person who seeks our services. As populations shift, technology advances, and new societal concerns emerge, we're responding to new challenges every day.

As we move forward it will be exciting to see how our system will expand upon the excellence in service provision we're known for. It's imperative that we continue to leverage our unique strengths. Our new leadership is strong and proactively responding to community needs. We are remaining committed to building upon the innovation of our work, our research to practice model, the passion and dedication of our talented staff, the partnerships we've developed and the unmatched quality of the care we provide to realize our goals. This plan reflects the revitalization necessary to prepare The Connection for a service delivery system better equipped to assist today's most vulnerable citizens. Thank you for supporting us in this strength-building journey. We look forward to creating positive change in our communities.

#### Sincerely,

Gloster Aaron, Ph.D., Chair,Stephen Angle, Ph.D., Chair,The Connection, Inc.The Connection Fund, Inc.

THE CONNECTION 2018 ANNUAL REPORT

IN FISCAL YEAR 2018, WE SAW MORE CLIENTS UTILIZING OUR CONTINUUM OF CARE THAN EVER BEFORE. MANY OF OUR CLIENTS ARE STRUGGLING WITH SUBSTANCE USE, MENTAL ILLNESS, HOMELESSNESS AND COMMUNITY JUSTICE ISSUES, AND MAY EXPERIENCE MORE THAN ONE OF THOSE CHALLENGES.

The Connection served 12,158 unique individuals throughout Connecticut, across all our programs and services.

Our programs are prepared to meet people where they are when they become engaged with our organization, and we have programs in place to assist our clients as they grow, heal and move through the recovery process.

Unique Challenges - Dynamic Engagement - Meeting the Needs 05

### **Behavioral Health Clients**

**Family Support Services Clients** 

Community Justice Clients

## 12,158 Individuals Served

THE CONNECTION 2018 ANNUAL REPORT

## BETTOR CHOICE

# SUPPORT PROGRAM FOR THE HIDDEN ADDICTION

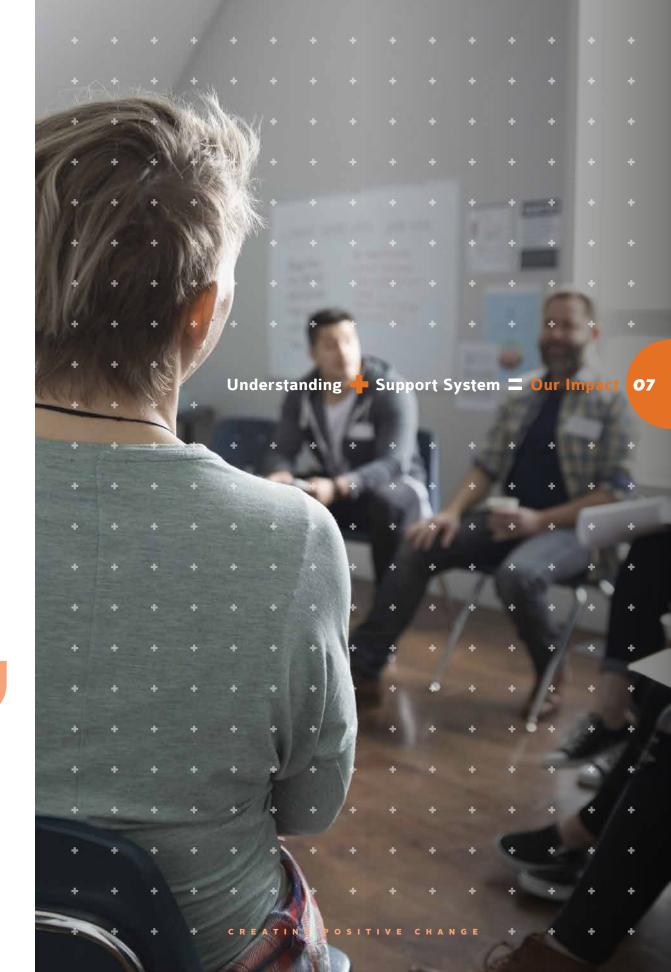
- Problem gambling is often referred to as the "hidden addiction."
   Family members can be affected by problem gambling in many ways which can include financial impact as well as emotional impact. Problem gambling can also lead to or co-occur with domestic violence and other types of abuse.
- The Connection's Bettor Choice program has the only support group in the state of Connecticut specifically designed for family members. Parents, spouses, siblings and adult children of problem gamblers come together bi-weekly to support each other at our family support group. Family members are also able to access one on one or family treatment with no out of pocket costs, available to any client utilizing the Bettor Choice program.
- Our program staff includes two staff members with lived experience surrounding problem gambling, both from the perspective of problem gamblers and how it can affect family members. This access to unique lived peer experience leads to an enriching process for the people receiving our services.
- Family member Annemarie describes her experience in the family support group for problem gambling:

I feel blessed to have found a gambling support program that has helped me enter into my own recovery. It is my hope that if I help myself, it will eventually help the problem gambler. I feel that the quality of my life has improved. I still worry, but I'm not constantly consumed by thoughts of the problem gambler. The strategies that I learn in small group are applicable to all other areas of my life, not just with problem gambling. It's very comforting to meet with a group of people who are going through the same thing that I'm going through. It's a safe and non-judgmental environment. I look forward to attending my meetings, learning more each time and working hard to maintain my own recovery.

The Bettor Choice program interventions are tailored to the individual needs of each client, but can include financial counseling, problem gambling education, and assisting with strategies to help

NNECTION 2018 ANNUAL REPORT

minimize the impact of problem gambling to affected people. The program also provides community outreach to promote awareness, education and prevention as it relates to gambling disorders.





## THE START PROGRAM

- Homeless young adults aged 18–24 are the fastest growing homeless
   sub-population throughout Connecticut and the nation. Despite this
- surge in numbers, homeless young adults do not seek shelter and
- housing services through existing options as these programs fail to meet the unique developmental needs of young adults.
- This means homeless young adults are choosing to stay in unsafe environments, being exploited, and even sleeping outside. Youth facing these choices lead to increases in the length of time
- youth are homeless and increased interactions with high-cost systems (such as the criminal justice system and child welfare systems).

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#### Better, More Stable Options 📫 Skill Building 🗖 Our Impact 09

- The Start Program was developed as a small pilot program in 2011 in conjunction with the Department of Children & Families to answer
- this need. The program provides intensive case management services combined with short-
- term housing and emergency housing services
   to homeless youth age 18–24. The program
   provides youth-specific shelter and housing
- options that are safe, along with opportunities for skill development, and connections to
- reliable community supports to homeless
   youth throughout the state. Staff provide
- weekly in-home/community-based visits
   with young adults in the program, targeted
- towards the areas of housing stabilization,
   money management, and employment skills.
   The overarching program goal being that
- the young adults we serve can become self-sufficient, confident in their skills, and
   as a result not return to homelessness
- as a result not return to homelessness.

Outcome data from the previous fiscal year of the Start Program shows that...



**98%** OF HOMELESS YOUTH EXITING THE PROGRAM WERE DISCHARGED TO STABLE HOUSING;

96% OF HOMELESS YOUTH IN THE PROGRAM OBTAINED EMPLOYMENT AND/OR RETURNED TO SCHOOL; AND



## INTENSIVE SUPPORTIVE HOUSING FOR FAMILIES

FEDERALLY-FUNDED PROJECT PROVES EFFECTIVENESS OF THE CONNECTION'S SERVICE MODEL

From 2012–2018, the Connecticut Department of Children and Families
(DCF), and its core partners (The Connection, the University of Connecticut, and Chapin Hall at the University of Chicago) planned, developed, implemented, and evaluated a supportive housing

 intervention for families in the child welfare system for the Intensive Supportive Housing for Families (ISHF) project.

This federally-funded demonstration project capitalized on a longstanding statewide program at
 The Connection, Supportive Housing for Families (SHF). A Housing and Child Welfare Collaborative
 co chaired by state leaders served as the project advisory board; this group informed, oversaw,
 promoted, and supported project aims and led efforts toward systems integration and sustainability,
 policy and legislation, and family economic security and well-being.

The project evaluated Intensive Supportive Housing for Families clients who had access to evidence-based interventions for parenting, trauma, and other mental health challenges, substance

abuse, health, housing, and employment preparedness. Triage and assessment prompted teambased services, engaging parents as full members. Interdisciplinary teams included the parent,

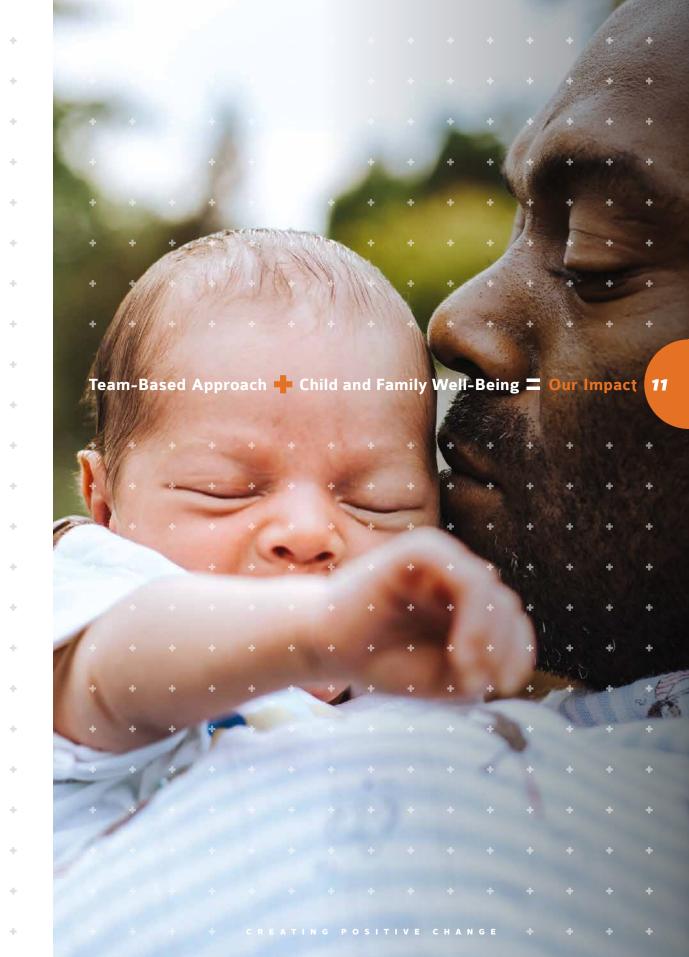
case manager, and representatives from support providers. ISHF families were evaluated alongside families receiving the traditional service components of SHF. Families who remained on the SHF

wait list and did not receive services beyond involvement from their DCF caseworkers functioned as a control group.

Results of the impact analysis revealed that access to a service model containing a combination of supportive housing and case management was associated with both short- and long-term benefits through two years.

Comparing families enrolled in both treatment groups (ISHF and SHF) to controls, a greater proportion of children (30% vs. 9%) were reunified with their families (among reunification cases) and a lower proportion of children (9% vs. 40%) were removed from their families or experienced an incident of substantiated maltreatment (among preservation cases).

When comparing ISHF and SHF families, the research team found that the intensity of the service model had minimal impacts on children and families. Ultimately, these findings highlight
 supportive housing as an essential component of any intervention model to promote child and family well-being, particularly for families involved in the child welfare system and at risk of housing instability and homelessness.



# THE CONNECTION CENTER \* FOR BEHAVIORAL HEALTH \* INCREASING HEALTH EOUITY WITH OPEN ACCESS

- The Connection Center for Behavioral Health provides a comprehensive array of services that are client centered, strength-based, trauma-
- informed and aim to treat clients at the least restrictive level of care possible. Services are available to treat substance abuse, mental
- health and co-occurring disorders, and include individual, group, and
- family therapy, medication management and intensive outpatient care.

#### Community-Based Care 🛉 Open Access 🚍 Our Impact 13

- The Center for Behavioral Health has rolled out an open access policy at all locations. New clients can come during open access hours to complete a behavioral health evaluation, eliminating wait times for scheduled appointments and allowing treatment to begin right away. As a result, the Centers have seen a 67% increase in the number of new intake sessions compared to the six months
- prior to launching open access. The Center for Behavioral Health in New Haven offers medication assisted treatment for opioid use
- disorder. Clients receive behavioral health treatment, medication assisted treatment for opioid use
   disorder. Clients receive behavioral health treatment, medication, and care management from one
   integrated team of providers. The MAT Care Manager provides strength-based case management
   support for The Centers for Behavioral Health Medication Assisted Treatment Program. In addition
   to case management functions, the care manager assists clinicians and collaborates with other team
   members in the treatment of adults suffering from substance abuse and/or mental health disorders,
- in a community-based outpatient treatment setting. With the support of DMHAS funds, The Center for Behavioral Health has increased capacity in New Haven.

÷	The Connection Center for Behavioral Health
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- 196 Court Street / Middletown 900 Chapel Street / New Haven 101 Water Street / Norwich
- (855) Help955 (855) 435-7955
- INCREASE IN THE NUMBER OF NEW INTAKE SESSIONS AT THE CENTERS COMPARED TO THE SIX MONTHS PRIOR TO LAUNCHING OPEN ACCESS.

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## **RE-ENTRY PROGRAMS**

#### THE CONNECTION SHOWING SUCCESS ACROSS THE STATE

- The United States locks up a greater portion of its population than nearly any other country in the world, but the total number of
- people imprisoned has fallen slowly from its peak in the early 2000s.
   According to new data from the federal government's Bureau
- of Justice Statistics, the number of people incarcerated decreased
- 1 percent to 1,505,400 people by the end of 2016.

Recently the state of Connecticut began a mission of "decarceration." The Office of Policy and Management projects a conservative decrease of 445 people in the state's prison population over the next year. In order to achieve this goal residents must leave incarceration and not go back.

Our programs prepare participants to leave incarceration and not come back.

The Connection has 322 re-entry beds in its programs, which include the only work release program designed specifically for women. These programs measure a participant's overall risk of recidivism by using an assessment tool to evaluate specific areas of a participant's life that increase probability

of reincarceration such as mental health, substance abuse, positive supports, and employment to name a few. Once identified, participants work with the program on a plan to better these areas and decrease the risk of recidivism.

What re-entry program graduate David says about his experience in our program:

I truly believe that part of the reason that I succeeded in my endeavors was due to the trainings and positive relationship and role models that I encountered while at Roger Sherman. I took a lot of these experiences and exercises with me and I do not know how I could have done it without them.



FCTION 2018

Positive Supports Prealized Potential = Our Impact 15



## CONNECTING CHILDREN AND FAMILIES

## A SUCCESSFUL PARTNERSHIP

- WITH THE JOEY LOGANO FOUNDATION
- At The Connection, we believe that children belong in families and deserve to live in homes where they can feel safe, valued, and loved in a nurturing environment. In our Therapeutic Foster Care program,
- Connecting Children and Families, we match youth of all ages
   with dedicated therapeutic foster parents, who open their hearts
   and their homes to a child.

#### Amazing Partners 🕂 Shared Vision \Xi Our Impact 17

In May of 2018 the agency partnered with the Joey Logano Foundation to launch a public awareness campaign for therapeutic foster care in the state of Connecticut. The campaign featured digital billboards across the state, TV spots featuring Joey Logano that aired on Fox61, and several media appearances on radio and TV.

Founded in 2013 by NASCAR driver Joey Logano and his wife, Brittany Logano, The Joey Logano Foundation invests in organizations offering second chances to children and young adults during times of crisis and works to inspire others to live a life of generosity. Through grant making, charity events, and fan club participation, The Joey Logano Foundation continues to make a profound difference in the lives of children and adults in need across the country.



ECTION 2018 ANNUAL REP

## 2018 EVENTS

2018 was a busy year for special events at The Connection with the launch of our 1st Annual Golf Tournament, taking place at H. Smith Richardson Golf Course in Fairfield. More than \$60,000 was raised to support The Connection's clients and programs at our special events throughout the year. In addition to the Golf Tournament, our events this year included the 2018 Masquerade Ball, the CFA Society Corporate 5K in Hartford, and the annual Connection Conference. The 2018 Conference theme was Meaningful Connections: Exploring Engagement in Human Services.

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Our special events are an excellent way to learn more about our programs and the ways in which we help our communities. Please join us for an event in 2019!

- 🛉 2nd Annual Golf Tournament June 24, 2019
- CFA Society Corporate 5K August 1, 2019
- Cultivating Resilience Conference October 21, 2019

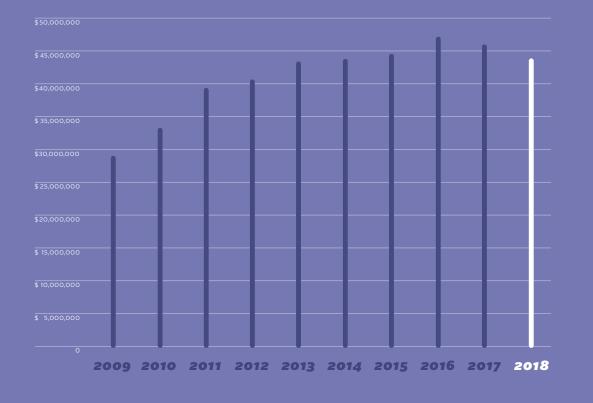


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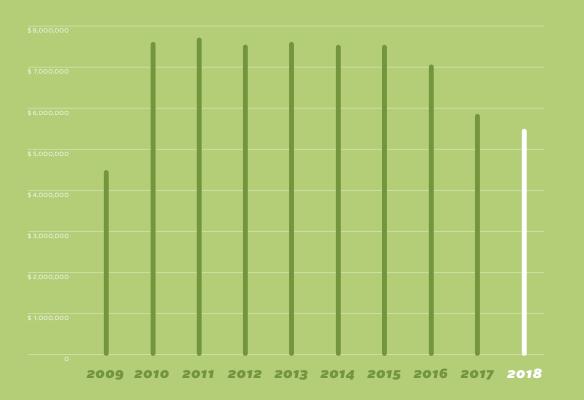




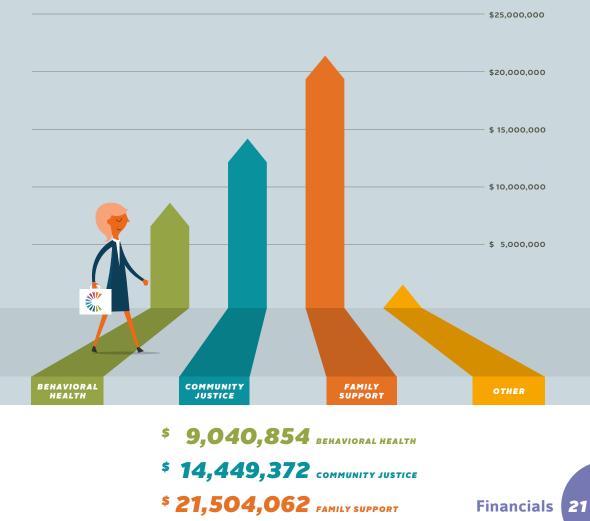
#### The Connection, Inc. Annual Support



#### The Connection Fund, Inc. Net Assets



#### **Grant Expenditures by Service Area**



\$45,360,845 TOTAL

\$

366,557 OTHER

#### How We Use the Dollars

86% DIRECT Services to clients and communities, including counseling, evaluations, community service work, food, housing, care, guidance, supervision and monitoring.

 $1\overline{4\%}$  INDIRECT General leadership and management services, including planning, program and fund development, accounting, audits, legal and personnel support, board support and community relations.

## **2018 SUPPORTERS**

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BH Care, Inc.

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A.R. Mazzotta	Claire Bien						
Employment Specialists	Brian Black						
A-1 Toyota A-Cure LLC	Owen and Suzanne Black						
Dr. Gloster B. Aaron,	Randall Blank						
Jr. and Dr. Katherine	Elizabeth Bobrick						
Allocco	John L. Boccalatte						
ABCD, Inc. Early Learning Division	Donna Bogen						
ABH	Book Barn						
Access Community	LeeAnne Borkowski						
Action Agency	Dr. Harold D. Bornstein, J						
ACES Middlesex County Early Head Start	Debra and David Borzellino						
Active Network	Raymond and Sandra						
Adapt Pharma	Bourret						
Advanced Benefit	Courtney Joy Brandt						
Strategies	Richard B. Brown Jr.						
Aetna	Laura Bulas						
Amie Gross Architects	Robert and Deborah						
Stephen Angle	Burnside Caitlin Caldor						
Tracy Anhalt	Caitlin Calder						
Anne Capano Charitable Foundation for Giving	Ruthanne Canto Capitol View						
Anonymous	Apartments						
Antiques & Home Furnishings, LLC	Maureen Carney and John Cox						
Avangrid	CBS, a Xerox company						
Nicole Bajek	CDW Direct, LLC						
Baldwin Media	Celtic Sheet Metal, Inc.						
Jeffrey Baran	Center for						
Charlie Barber and Laura Radin	Compassionate Recovery						
Kelly Barclay	Marie Cerino						
Rose Barnes	Richard and Marge Chabak						
David Barrett Rich	Chabaso Bakery						
Samantha Batson	Linda J. Chambers						
Marie Bayley	Chelsea Groton Bank						
Stephen Bayley	Cheri's Bakery						
Bella Perlina Jewelry	Gary Childress						
Aurora A. Bernardino	Frank and Susan Cirillo						
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City Missionary Association of New Haven Suzanne Jane S. Claybaugh & Family **Clinton Crossings** obrick Premium Outlets ccalatte Community Foundation for Greater New Haven Community Foundation of Eastern Connecticut orkowski Community Foundation . Bornstein, Jr. of Middlesex County David Community Foundation of Middlesex County Mountain Laurel Fund nd Sandra Cathy A. Comstock oy Brandt Francis X. Conlon II. CPA Brown Jr. Connecticut Coalition to End Homelessness Connecticut Court Deborah Support Services Division Connecticut Department of Children and Families Connecticut arney and Department of Correction ox company Connecticut Department of Developmental Services : Metal, Inc. Connecticut Department of Mental Health and Addiction Services Connecticut Department of Social l Marge Services Connecticut Orthopedic Specialists ambers Beth Connor oton Bank Cordant Health Solutions Beatriz Cordova Corporate Design City of Middletown

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#### Generous Hearts 🛑 Enabling Care 🚍 2018 Supporters 🛛 23

Kelly L. Martin

	Mallory Gunzy	Martina Kardol	Elizabeth Martinez- Hernandez	Judith Normandin
	H. Smith Richardson	Sarah Keefe	Stephen Matos	Gina O'Connell
	Golf Course	James K. Kelliher	MATP LLC	O'Connor's Public House
	Lyndia Haff	Grace Keniston		Off the Streets
	Hair Cuttery	Key Bank	Margery L. May	Omni Hotel New Haven
	Samantha Harrison-	5	Helen McAlinden	at Yale
	Batson	Killingworth Lions Club	Tiffany McCarthy	Owens Realty Services
	Hartford CFA Society	Mary Klaaren	McKesson	Suzanne and
Jerilynn Hayes	Jerilynn Hayes	Michele Klimczak	Donna Meade	D. William Owens

CREATING POSITIVE CHANGE

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	Yesenia Rivera	Faith Sprigg	United States Department of Housing and Urban												, the age						
	Robert & Ardis James	St. Paul's Episcopal	Development												ld not ha						
	Foundation	Church, Fairfield	United States Department						ips more						derstood	liial iiis	patients	neeu	eu a noi	ne, and	
	Robinson & Cole, LLP	Amber Stamm	of Justice Federal Bureau																		
	Louis and Violeta	Rebecca Stanley	of Prisons										0	·	debted						
	Rogowski	Patricia A. Stephenson	United States Department of Substance Abuse and					for h	is pres	cient a	nd cou	irageo	us vis	ion an	d to ou	r brave	found	er, Kä	itchen	Coley.	
	Tasha Rose	Gordon	Mental Health Services																		
	Robert Rudewicz	Maryann Steurnagel	Administration																		
*	Saint Lawrence Church, Killingworth	Stone Ridge Retirement Community	United Way of Connecticut	*	-						*				N.						
•	Saint Mary Church, Portland	Debra Struzinski	United Way of Greater New Haven	+	۰.	+	+								1						
	Nancy Salgado	Suburban Commercial	United Way of Middlesex										5	No.	_						
	Adneris Santiago	Deborah C. Swanson	County										Y.					Luc	Man	orier	
	Bob and Anita Satti	Cathy Swift	University of New Haven										K	Cr				m	wien	noriam	
Τ.	Kathy Savino	Fred and Mary Tarca	Ursel's Web		Τ.		-						1	-	Y						
	Saybrook Point Inn	The Fresh Market	Iris Velazquez																		
*		The Ivoryton Playhouse	Anne Ventimiglia	+	*	+	+						A	A		6					
	Diann Schreck	Theater Works	W. B. Mason Company										7								
۰.			com company	+	+	+	+														
÷		CREATING POS	ITIVE CHANGE	+			+									+	+				

