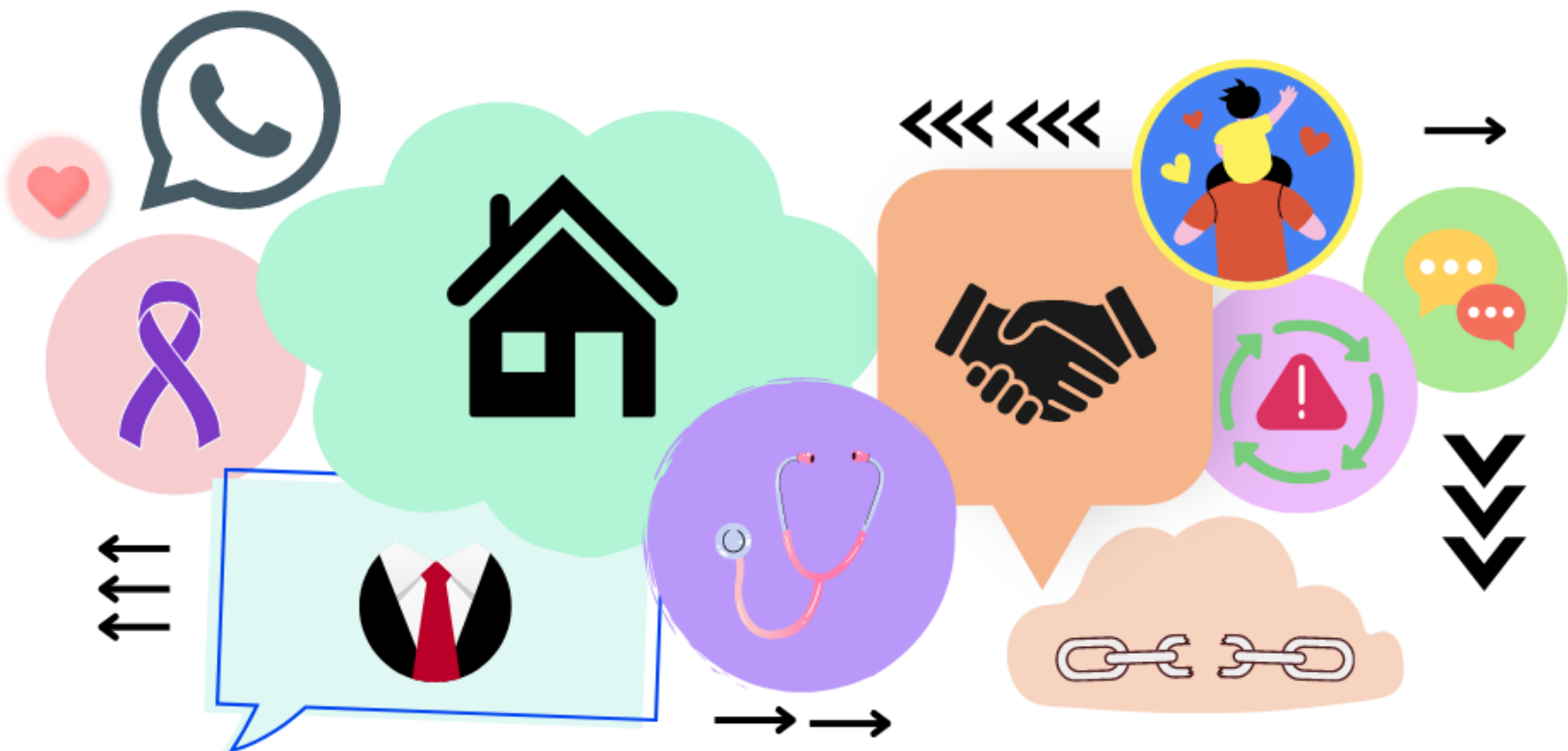




United Services, Inc.

Creating healthy communities

Comprehensive Care





Diane L. Manning
President/CEO
United Services, Inc.

A Message from Our President

At United Services, our vision is Creating Healthy Communities. In some ways, this is short and simple to express. But in between those three words is an inexpressible amount of hard work from our staff and more than 58 years' worth of community partnerships, which we call on every day to get our clients the care that they need.

Sometimes, the care that they need doesn't exist ... yet. As the community behavioral health center, we fill those gaps however we can, and as often as we can, we build the bridge across.

I am incredibly proud of how many bridges we have been able to build, or start building, this last year.

In the wake of COVID, we saw incredible increases in the number of people needing mental health support, especially those experiencing a mental health crisis. As our service system was flooded with this sudden surge in need, the gap between when an individual experienced a crisis and when they were able to engage in outpatient treatment widened.

In 2021 we applied for and were awarded a federal grant to launch a program we called CREST: Crisis Response Engagement and Stabilization Team. Nothing like it previously existed in our area, but we knew it was needed. The program launched in January 2022 and has been very well received by our clients, staff and partners. (More details on CREST inside.)

With the increase in individuals in crisis came a corresponding increase in police interventions. Earlier this year we were able to participate in an expanded pilot program called CRISIS. Thanks to advocacy from our state legislators, funding was allocated for a partnership between United Services and CT State Police Troop D. We expanded this program to other police partners to cover more of our service area. Partnering organizations to date include: Troop D, Coventry Police, Plainfield Police and Putnam Police.

Integrating primary and behavioral health care is best practice for health outcomes and has long been a goal of ours. The barrier has always been funding, and we were grateful earlier this year for the opportunity to apply for a Congressionally Directed Spending Project. With the support of Senators Richard Blumenthal and Chris Murphy, we were allocated funding to start an Integrated Primary Care program at our outpatient clinics in Dayville and Mansfield. This program will launch in January 2023.

Continuing on the path of best practice, we applied for the competitive Certified Community Behavioral Health Clinic – Planning, Development and Implementation Grant from the Substance Abuse and Mental Health Services Administration earlier this year and were the only clinic in Connecticut to be awarded funding in September.

The Certified Community Behavioral Health Clinic (CCBHC) model is for clinics to be an access point for timely, comprehensive and coordinated care for everyone in the community.

CCBHCs are required to provide a comprehensive array of behavioral health services, and meet stringent federal standards for these services, so that people who need care are not caught trying to piece together the behavioral health support they need across multiple providers. In addition, CCBHCs must provide care coordination to help people navigate behavioral health care, physical health care, social services, and the other systems they are involved in.

United Services will receive \$1 million per year for four years through the grant program. We are thrilled to bring these resources to our region and to begin this transformation process to provide more comprehensive and coordinated care which will benefit all of our clients and communities.

It's an exciting time at United Services, and we are grateful to you for joining us on this journey.

Diane L. Manning
President/CEO

“We are thrilled to bring these resources to our region and to begin this transformation process to provide more comprehensive and coordinated care which will benefit all of our clients and communities.”

Domestic Violence Response

United Services Domestic Violence Program
operates 24/7/365. Reach our advocates by
calling or texting 888-774-2900 or
by chatting online at [CTSafeConnect.com](https://www.ctsafeconnect.com).



A Look at our Programs and Services

United Services operates more than 30 programs under our one administration for a cost-effective form of service delivery. This wide array of services under “one roof” also optimizes care coordination and warm handoffs from one program to another. Teams work across programs and divisions to optimize client care, providing whole person treatment in assisting adults, children and families in reaching their goals.

Clinical Programs

- Outpatient Mental Health for Adults
- Outpatient Addiction Services for Adults
- Psychiatric Services
- Medication Evaluation and Ongoing Medication Management
- Medication Assisted Treatment of Opioid, Alcohol or Tobacco Dependence
- Outpatient Mental Health Services for Children and Families in our Child Guidance Clinic
- Crisis Response Services
- Mobile Crisis Response Services
- Crisis Response, Engagement and Stabilization Team (CREST) *new in 2022
- CRISIS Police Partnership *new in 2022
- Acquired and Traumatic Brain Injury Services

Intensive Services

- Milner House, a Medicaid Rehab Option Group Home
- Domestic Violence Shelter, Hotline and Supportive Services
- Young Adult Services
- Victims of Crime Assistance (VOCA)

Child and Family Services

- Parenting Support Services
- Parent Education Program
- Reunification and Therapeutic Family Time
- Kinship Care Social Group
- School to Employment Program

Prevention Programs

- Youth Service Bureau
- Juvenile Review Board
- Teen Outreach Program
- Prevention in Connecticut Communities

Community Support Programs

- Case Management
- Housing Services
- Employment Services
- Mobile Employment Services for Individuals
 - Recovering from Opioid Addiction
 - Social Rehabilitation
- Mental Health Waiver Supports
- Jail Diversion
- Homeless Outreach and Engagement
- Behavioral Health Home
- InSHAPE
- Senior Outreach Services

Business and Community Services

- Employee Assistance Program
- Narcan Training
- Prevention of Sexual Harassment Training
- QPR: Suicide Prevention Training

Coming in 2023

- Certified Community Behavioral Health Clinic (CCBHC)
- Integrated Primary Care
- Screening Connecticut's Youth

Growing Need

In the last two years, the number of individuals served by United Services has increased by 21 percent.



Year in Review

September 2021: United Services was awarded a \$3 million Community Mental Health Center (CMHC) grant from the federal Substance Abuse and Mental Health Services Administration for two years of start up costs to launch our Crisis Response, Engagement and Stabilization Team (CREST). Services began in January 2022.

CREST

CREST provides mobile crisis intervention services for up to six months following a mental health crisis. The team includes clinicians, peer recovery specialists, case managers, and psychiatric APRNs. In the first 9 months, the program served 223 people.

January 2022: United Services annual Legislative Briefing with our State Legislative Delegation.

February 2022: CRISIS Police Partnership services begin.



USP's Forensic Services Manager Ashley Foster, LMSW, (center) with the Plainfield Police Department.

March 2022: U.S. Senators Chris Murphy (D-Conn.), a member of the U.S. Senate Appropriations Committee, and Richard Blumenthal (D-Conn.) announced the inclusion of \$461,000 for United Services in the fiscal year 2022 Omnibus Appropriations bill to integrate Primary Care with the agency's suite of Behavioral Health Services at its Dayville and Mansfield Center outpatient clinics.

May 2022: Senator Richard Blumenthal visits Dayville clinic for a press conference on Integrated Primary Care program.



U.S. Senator Richard Blumenthal with United Services staff at the agency's Dayville Clinic.



United Services delivers educational events for Older Adults Mental Health Awareness at the Plainfield and Quinebaug Valley Senior Centers.

We Can Create Healthy Communities Together.

Please help us lend a hand to a neighbor in need...

Enclosed in this report is a donor-reply Annual Appeal envelope. So many of our clients – your neighbors – are reaching out for help. Will you help us to answer their call with a tax-deductible gift?

- \$25** could buy shoes for a child who had to leave a violent home in his slippers one night
- \$50** could provide household safety equipment for the family of a preschooler whose parents have been laid off from their jobs
- \$100** could pay for therapeutic activities that help a traumatized child to talk about difficult and personal issues
- \$500** could help to cover the costs of needed repairs to our domestic violence shelters
- \$1,000** could fund staff time for counseling programs within school and community settings, helping to reduce barriers to services especially for children in our area

There is help – there is hope

Thanks to your support, United Services has been here for our community for more than 55 years. The work supported through your donations is vital to the individuals and families in our community, especially in these stressful times.

We thank you for your continued support and for working with us toward “Creating Healthy Communities.”

Thank You to our Corporate, Foundation and Municipal Supporters FY2022 (July 1, 2021 – June 30, 2022)

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Altrusa International of Northeastern CT
Community Foundation of Eastern Connecticut – NECASA Fund, Neighbors for Neighbors Fund
Jewett City Savings Bank Foundation
Soroptimist International of Willimantic
Town Fair Tire Foundation

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Town of Plainfield
Town of Pomfret
Town of Putnam
Town of Scotland
Town of Sterling
Town of Thompson
Town of Union
Town of Woodstock

Community Response

United Services has seen dramatic increases across our programs in the last two years, most likely related to the stresses of the COVID-19 pandemic.

45% increase in clients in Child Guidance Clinic
155% increase in youth served by the Juvenile Review Board
22% increase in clients in Adult Outpatient Services
21% increase in clients in Medication Assisted Treatment
24% increase in clients in Addiction Recovery Services

United Services Annual Report 2021-2022 – *Services Delivered*

Prevention and Early Intervention Services

Reunification and Therapeutic Family Time.....	32 families
Parenting Support Services Program.....	118 families
Employee Assistance Program	
Employees Covered.....	2,571 employees covered
Juvenile Review Board/Referrals.....	51 students
Youth Service Bureau	135 youth served
LIST Trainings	86 youth and families

Clinical Services

Adult Behavioral Health Outpatient Services	1,599 adults
Addiction Recovery Outpatient Services.....	104 adults
Medication Assisted Treatment	41 adults
Children and Family Behavioral Health Treatment.....	678 children
Community Response Services (Mobile Crisis)	209 adults
Psychiatric Services.....	1,374 adults and children
Jail Diversion	105 adults

Continuing Care Services

Community Support Services.....	378 adults
Victims of Crime Case Management.....	90 adults
Homeless/shelter outreach.....	9 adults
Behavioral Health Home.....	303 adults and children
Senior Programs	21 adults
InSHAPE.....	61 adults
Residential Support Services.....	70 adults
Social Rehabilitation Services	135 adults
Employment Services	138 adults

Intensive Services

Domestic Violence Program/ Total Number Served.....	542 adults and children
Total DVP contacts and services	5,397
Milner House.....	28 adults
Young Adult Services	28 young adults

Total units of service delivered 89,962

Mission Statement – Our vision and mission is to create healthy communities by providing an effective response to the youth, family and adult social and behavioral health needs in the communities we serve.



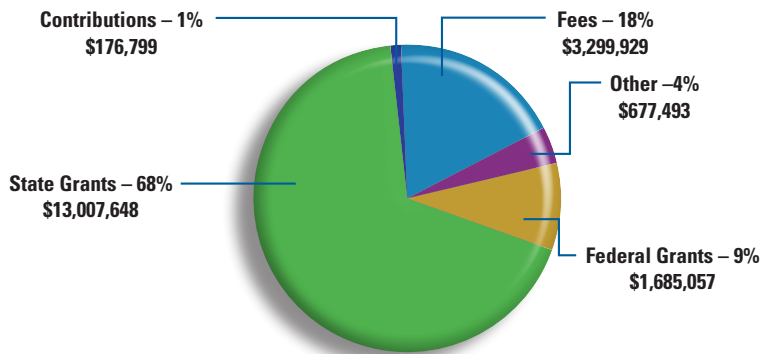
United Services Board of Directors 2021-22.

First Row, From Left: Valentine Iamartino, Terry Berthelot, Treasurer Carol Kent, Secretary Linda Parsons, Chair Diane Sauer, Anne Konczakowski, Terri Pearsall.

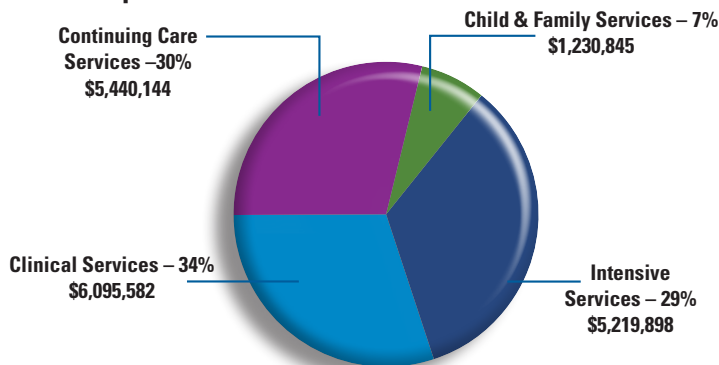
Second Row, From Left: Kevin Bernier, (on zoom: Stephanie Harrington and Jeanne Nuhfer) Carlita Cotton, John Deary, Roland Lupien, Christopher Dooley. Not pictured: Vice Chair Peter Malinow, Michael Turano, Sandra Flores-Gonzales.

Fiscal Year 2021-2022 Program Revenues and Expenditures

Total Revenues – \$18,846,926



Total Expenditures – \$17,986,469



United Services Leadership Board of Directors 2021-2022

Officers

Diane Sauer, Chair
 Peter Malinow, Vice Chair
 Carol Kent, Treasurer
 Linda Parsons, Secretary

Members

Kevin Bernier
 Terry Berthelot
 Carlita Cotton
 John Deary
 Christopher Dooley
 Sandra Flores-Gonzales
 Stephanie Harrington
 Valentine Iamartino
 Anne Konczakowski
 Roland Lupien
 Jeanne Nuhfer
 Terri Pearsall
 Michael Turano

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United Services, Inc.

Creating healthy communities

1007 North Main Street
Dayville, CT 06241

There's Hope ... There's Help
Call United Services at 860-774-2020

About United Services, Inc.

United Services is one of CT's most comprehensive private, non-profit behavioral health centers, providing mental and behavioral health education, prevention, treatment and social services for the adults, children, families and businesses of Northeastern Connecticut since 1964.

Offices:

1007 North Main St., Dayville, CT 06241

303 Putnam Rd., Wauregan, CT 06387

140 North Frontage Road, Mansfield Center, CT 06250

860-774-2020 | UnitedServicesCT.org



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Social Media!**

Comprehensive Behavioral Health Services

Outpatient Behavioral Health Psychiatric Services

Outpatient Addiction Recovery Services

Child Guidance/Family Counseling

Domestic Violence Program

Employee Assistance Program

Family/Parent Support Programs

Medication Assisted Treatment

Youth Service Bureau and Prevention Programs



Windham Regional Health and Wellness Center
140 North Frontage Road, Mansfield Center, CT