

Mental health is like a

# garden

— it requires learning,  
planting, nurturing, and  
care to truly flourish.



United Services, Inc.  
Annual Report 2025

*Your support in FY 2025 helped us prepare the soil,  
plant seeds of awareness, nurture growth, and watch our community bloom.*



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

# Planting the Seed Toward Hope, Healing, and Connection

As we reflect on Fiscal Year 2025, we are inspired by how our community continues to grow stronger—together. United Services’ mission has always been rooted in compassion and connection. This year, that mission reached further than ever before, touching the lives of thousands across Northeastern Connecticut.

In FY 2025, United Services provided more than 132,000 units of services to over 10,000 individuals and families, marking a 9% increase from FY 2024—a testament to the growing reach and impact of our integrated, wrap-around care. Each person we serve represents not just a number, but a story of courage, recovery, and resilience. On average, every client was involved with 2.4 programs, underscoring our commitment to whole-person care and coordinated support across programs.

Our Prevention and Early Intervention Services expanded their reach significantly, engaging youth and families in over a dozen towns through education, diversion, and wellness initiatives. Programs like the Youth Service Bureau, Teen Outreach Program (TOP), and Parenting Support Services collectively served more than 300 youth and families, while our prevention coalitions achieved measurable success—reducing youth vaping by 8.57% and increasing both parental and peer disapproval of substance use among local teens. These are not just statistics—they reflect real behavioral change and healthier futures.

At our Child Guidance Clinics, demand continued to rise as families sought compassionate, evidence-based support for children facing trauma, anxiety, and behavioral challenges. This year, our Child Guidance team served 472 children and families, with expanded access at both our Dayville and Mansfield offices. Through family-centered therapy, psychiatric evaluations, and school collaboration, we continue to help children and caregivers rediscover stability, self-esteem, and hope.

Meanwhile, our Medication-Assisted Treatment (MAT) and Addiction Recovery Services offered life-saving pathways for 111 adults recovering from opioid and alcohol use disorders. Each participant received individualized care that combined medication management with therapy, peer support, and employment coaching—reflecting United Services’ philosophy that recovery is not just possible but deeply personal. The program’s continued success demonstrates the power of meeting people where they are and walking with them toward lasting wellness.

This year also marked a meaningful expansion in our services for veterans and military families. Building on our commitment to those who have served, United Services strengthened partnerships with local Veterans Coffeehouses and the VA’s community networks to improve outreach, peer connection, and access to behavioral health care. Our staff engaged veterans through trauma-informed counseling, crisis response, and social rehabilitation opportunities, ensuring they receive the respect, understanding, and comprehensive support they have earned. These efforts reaffirm our shared belief that healing is not a solitary journey—and that no veteran should face it alone.

Countless everyday victories strengthen these milestones: families reunited through our Reunification and Therapeutic Family Time program, adults achieving stability through Community Support and Housing Services, and seniors reconnecting to purpose and wellness through Senior Outreach. Together, these services form a lifeline across generations.

As we look ahead, we do so with gratitude—for our staff, whose compassion turns crisis into care; for our community partners, who help amplify our reach; and for our donors and supporters, whose generosity fuels every act of healing and hope. Together, we are cultivating a stronger, more connected region—one where every person has the opportunity to heal, grow, and thrive.

With deep appreciation and optimism,

Diane L Manning, MBA, CBHE  
President/Chief Executive Officer

*“United Services’ mission is Creating Healthy Communities, and to us that means delivering the best care possible to meet the needs of everyone we serve in northeastern Connecticut.”*

***“United Services is rooted in compassion and connection.”***





*United Services Board of Directors and Corporators at a recent Board Meeting.*

**United Services Leadership**

**Board of Directors  
2024-2025**

**Officers**

- Jeanne Nuhfer, Chair
- Roland Lupien, DDS  
Vice Chair
- Christopher Dooley,  
Treasurer
- Philip Gaudette,  
Secretary

**Members**

- Romeo Blackmar
- Jane Bonaventura
- Carlita RB Cotton, Ph.D.
- Doria Daviau
- Gerard Gagne, MD
- Maximo Garcia
- Dana-Marie Levine
- Diane Sauer
- Linda Parsons
- Anne Rash

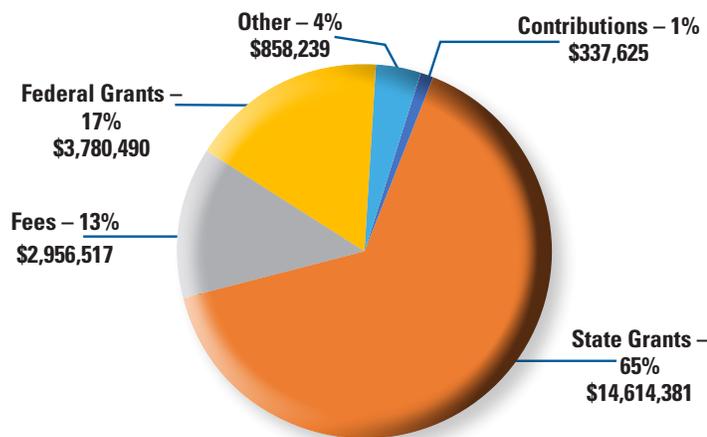
**Senior Management**

- Diane L. Manning, MBA, CBHE  
President/CEO
- Melissa Demma, LCSW  
VP/Chief Program Officer
- Sarah De Asis Vargas, MD  
Medical Director
- Robert DeVerna, MS, CPA  
VP/Chief Financial Officer
- Susana Shymanik, LPC  
Director of Child &  
Family Services
- Jenna Clavette, LCSW, MPH  
Director of Clinical Services
- Heather Victoria, LCSW  
Director of Intensive Services
- Holly Fish, MS  
Director of Comprehensive  
Services
- Sara Barber, LCSW, SHRM-CP  
Director of Human Resources
- Josh Longiaru  
Director of Information  
Technology
- Sandy Long  
Director of Quality & Corporate  
Compliance
- Cherie Poirier, MBA  
Director of Development &  
Communication

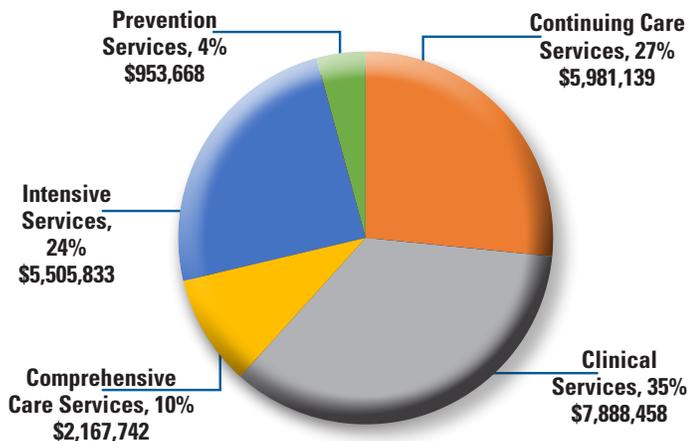


**Fiscal Year 2024-2025  
Program Revenues and Expenditures**

**Total Revenues – \$22,547,252**



**Total Expenditures – \$22,496,840**



***By the Numbers (FY 2025 Impact Highlights)***

- 👤 1,655 adults received outpatient therapy
- 👤 472 children and families supported in Child Guidance
- 👤 111 adults engaged in life-saving MAT
- 👤 402 people helped by Crisis Services
- 👤 36 young adults stabilized through YAS
- 👤 217 parents & 305 children served in Parent Education Programs

# United Services Annual Report 2024-2025 – Services Delivered

## Prevention and Early Intervention Services

Reunification & Therapeutic Family Time.....	36 families
Parenting Support Services:.....	172 families
Employee Assistance Program	
Employees Covered.....	3,062 employees covered
Youth Diversion Team.....	46 students; 30 cases
Youth Service Bureau.....	130 youth
Kinship Supports.....	6 families
Teen Outreach Program.....	50 7th & 8th graders at Killingly Intermediate School
The Parent Education Program.....	217 adults and 305 children aged 0-17



## Clinical Services

Adult Behavioral Health Outpatient Services.....	1,655
Addiction Recovery Outpatient Services.....	232 adults
Medication Assisted Treatment.....	111 adults
Primary Care.....	110 adults & children
Children & Family Behavioral Health Treatment.....	472
Community Response Services (Mobile Crisis).....	402
Psychiatric Services.....	1,565 adults & children
Forensic Services & Jail Diversion.....	329 adults
COAST.....	24 adults

## Continuing Care Services

Community Support Services.....	569 adults
Homeless Outreach.....	8 adults
Behavioral Health Home.....	304 adults and children
Senior Outreach.....	69 adults
InSHAPE.....	158 adults
Residential Support Services.....	81 adults
Social Rehabilitation Services.....	208 adults
Employment Services.....	183 adults

## Intensive Services

Domestic Violence Program.....	1,163 adults & children
Victims of Crime Case Management.....	35 adults
Milner House.....	15 adults
Young Adult Services.....	36 young adults

TOTAL UNITS OF  
SERVICE DELIVERED ..

**132,769**



*“Because when we come together to serve our community, every life grows stronger.”*

## Your Gift Helps Mental Health Flourish

Your support provides prevention and early intervention services—like school programs, parenting support, and outreach—that plant the first seed of hope for children, families, and veterans taking steps toward healing.



It supports counseling sessions, peer recovery support, and case management—helping individuals, seniors, and veterans living with PTSD or depression stay nourished in their recovery and wellness journey.

It creates welcoming, stigma-free spaces like the Lighthouse Clubhouse and Welcome Arms where people find purpose, community, and hope.

It equips people with practical tools—employment support, housing stability, and coping skills that strengthen independence and resilience.

It sustains wrap-around care such as crisis response, reunification services, and integrated behavioral/primary healthcare ensuring holistic support.

It provides transformational support so entire communities can flourish, expanding access to prevention, treatment, housing, and recovery for thousands each year. Please help us continue to grow our garden and nourish our community.

## CALL TO ACTION

### Seeds of Hope Donor Giving Levels

**Garden Tools**  
(\$50–\$99)

**Seed Packets**  
(\$100–\$249)

**Water & Care**  
(\$250–\$499)

**Sunflower Garden**  
(\$500–\$1,000)

### SCAN AND DONATE HERE



#### Corporate Sponsors

Altrusa International of NECT  
85 Main  
Baker's Dozen  
BankHometown  
Berkshire Bank  
Bill's Bedding  
Brooklyn Cares—Brooklyn Correctional Institution  
Byrnes Agency  
Centreville Bank  
Charter Oak Federal Credit Union  
Chase Graphics  
Christ Church of Pomfret  
The Courthouse Bar & Grille  
D&S Construction Services  
Daniel R. Santos CPA, LLC  
Danielson Surplus  
Daughters of the Holy Spirit  
Deary's Gymnastics Supply  
Deary's Stand  
Chris & Lorraine Dooley  
First Congregational Church of Pomfret  
Friendly Spirits  
Gagnon Signs  
Genoa Healthcare  
Gerardi Insurance  
Gilman & Valade Funeral Homes and Crematory  
Green Valley Hospitality  
Heritage Valley Ford  
J&D Civil Engineers  
Edwards Jones  
Jewett City Greenhouse  
Jewett City Savings Bank  
Knights of Columbus, Cargill Council No. 64  
Lake Road Generating  
Landon's Tire & Auto Center  
Lapsley Orchard  
LDI  
Lions Club of Tolland  
Mohegan Sun  
Mutual of America  
NAMI Windham County  
Natalie M. Stanley, DMD  
Pierce Memorial Baptist Home  
Putnam Business Association  
Putnam Chrysler Dodge Jeep Kia  
Putnam Lions Club

#### Putnam Rotary Club

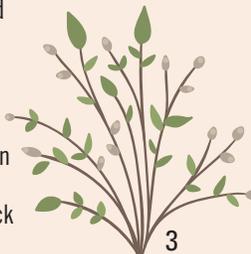
Quest Martial Arts  
Quiet Corner Consulting  
Renee's Cleaning Services  
Roland H. Lupien, DDS  
Sarantopoulos & Sarantopoulos  
Savage Systems  
Sawdust Coffee House  
SERAC  
Shimmy Mob Productions  
Smoke & Mirrors Beauty Loft  
Southbridge Eagles F.O.E. 334  
SPIROL International  
Travelers Shell  
Unitarian Universalist Society in Brooklyn  
United Lens Company  
WB Mason  
WINY Radio  
Willimantic Rotary Club  
Grace & Jack Young, Sr.

#### Foundation Supporters

Community Foundation of Eastern Connecticut  
Jewett City Savings Bank Foundation  
Newell D Hale Foundation  
Soroptimist International of Willimantic

#### Municipal Supporters

Town of Ashford  
Town of Brooklyn  
Town of Canterbury  
Town of Chaplin  
Town of Columbia  
Town of Coventry  
Town of Eastford  
Town of Killingly  
Town of Hampton  
Town of Lebanon  
Town of Plainfield  
Town of Pomfret  
Town of Putnam  
Town of Scotland  
Town of Sterling  
Town of Thompson  
Town of Union  
Town of Woodstock





# Learning How to Garden

*“Knowledge is the foundation.  
When families learn, crises can be prevented.”*

*Just like a garden begins with preparing the soil, strong communities begin with prevention, education, and support. At United Services, we teach families, schools, and individuals how to recognize challenges early, so crises can be prevented.*

### Parenting Support Services (PSS)

Parents, grandparents, and caregivers receive free tools and guidance to handle everyday struggles, from toddler tantrums to teen pushback. Classes like **Circle of Security** and **Triple P** help strengthen bonds and reduce family stress.

### Parent Education Program (PEP):

Parents navigating divorce or custody disputes learn how to support their children through transitions, ensuring their children feel secure and cared for.

### Youth Service Bureau & Teen Outreach (TOP)

We help youth stay connected and out of trouble through after-school programs, mentoring, and school-based supports.

**Community Training**—From internet safety to suicide prevention, we prepare thousands with the knowledge to step in, ask questions, and offer help.

### ...DATA...



1,200 people reached in prevention workshops (vs. 900 last year)

15 schools engaged



85% reported improved confidence in recognizing mental health challenges.

## Planting Seeds

*“MAT saved my life — and today, I’m training for a new career.”*

*Seeds of hope are planted when someone takes that first step toward healing. For many, that means reaching out for therapy, walking into recovery, or reconnecting with family.*

### Child Guidance Clinics

Children struggling with anxiety, depression, trauma, or behavioral challenges find support through counseling, family therapy, and — when needed — psychiatric care.

### Reunification and Therapeutic Family Time (RTFT):

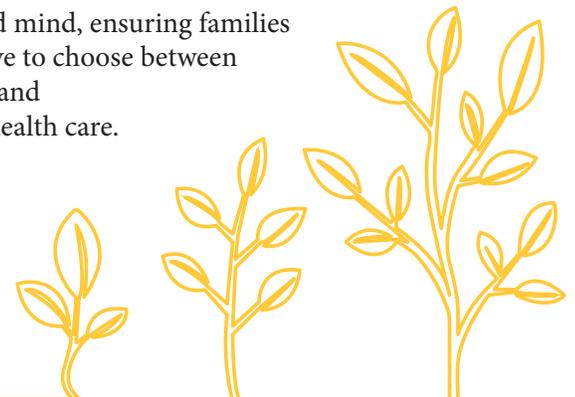
Families separated by protective services rebuild relationships through safe, supervised visits guided by skilled counselors leading to rebuilt families.

### Medication Assisted Treatment (MAT) & Addiction Recovery Services (ARS)

Adults fighting addiction find hope through life-saving medications, therapy, and peer support that keep recovery within reach.

### Primary Care & Psychiatry

Our integrated health team treats both body and mind, ensuring families don’t have to choose between medical and mental health care.



MAT

Child  
Guidance

Outreach



# Nurturing Growth

*“Every day, I support someone learning to help themselves.”*

*Like sunflowers that need water, sunlight, and care, people in recovery need continued support. Our wrap-around services provide that steady care, helping people stay strong and connected.*

### Adult Outpatient Therapy

Counseling sessions help adults manage stress, trauma, depression, and anxiety while building coping skills.

### Community Support Program (CSP):

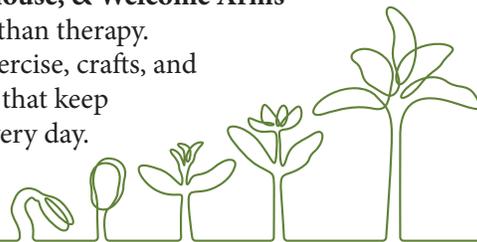
Case managers work alongside people with serious mental illnesses, helping them with housing, food, medical care, and advocacy.

### Behavioral Health Home (BHH) & COAST

For those with complex needs, these programs coordinate medical, psychiatric, and daily living supports to stabilize lives.

### InSHAPE, Lighthouse, & Welcome Arms

Recovery is more than therapy. It's friendships, exercise, crafts, and wellness activities that keep people thriving every day.



### ...DATA...

- 3,900 therapy sessions delivered.
- 450 peer support contacts
- 85% MAT clients reported improved quality of life.
- 70% of youth in Child Guidance improved school performance.



# Flourishing

*“From client to counselor — now I help others plant their own Seeds of Hope.”*

*When people heal, they give back. Just like sunflowers that feed bees, our clients strengthen the community by becoming volunteers, mentors, and role models.*

### Employment Services

Helping clients rejoin the workforce with resumes, job searches, and interview preparation.

### Supportive Housing

Safe, affordable apartments with built-in support services ensure people can rebuild their lives with dignity.

### Senior Outreach

Older adults facing isolation or depression receive support to stay active and independent.

### Young Adult Services (YAS)

Ages 18–25 find stability through therapy, housing, and transitional supports that prepare them for independence.



**Domestic Violence & VOCA Services** – Survivors of abuse and crime move from crisis to safety to empowerment, with legal advocacy, counseling, and shelter when needed.

**Milner House** – Adults with serious mental illness gain the skills and confidence to return to independent living.

### ...DATA...



75% of clients reported improved well-being

30 alumni now employed or volunteering





## United Services, Inc.

*Creating healthy communities*

1007 North Main Street  
Dayville, CT 06241



**Follow us on  
Social Media!**

### **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.

### **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
- Primary Care
- Crisis Response Services
- Community Support for Adults

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

### **Offices:**

1007 North Main St., Dayville, CT 06241  
140 North Frontage Road, Mansfield Center, CT 06250  
303 Putnam Rd., Wauregan, CT 06387  
**860-774-2020 | [UnitedServicesCT.org](http://UnitedServicesCT.org)**



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