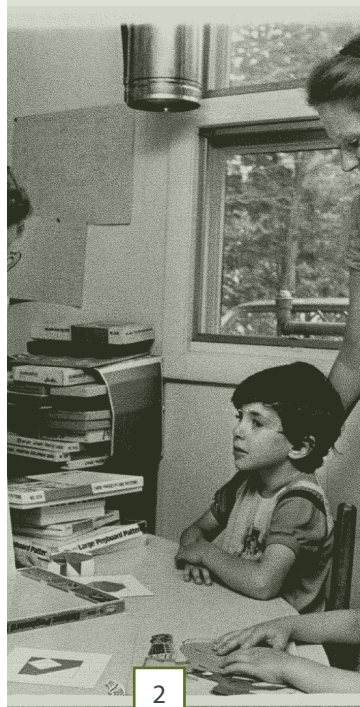
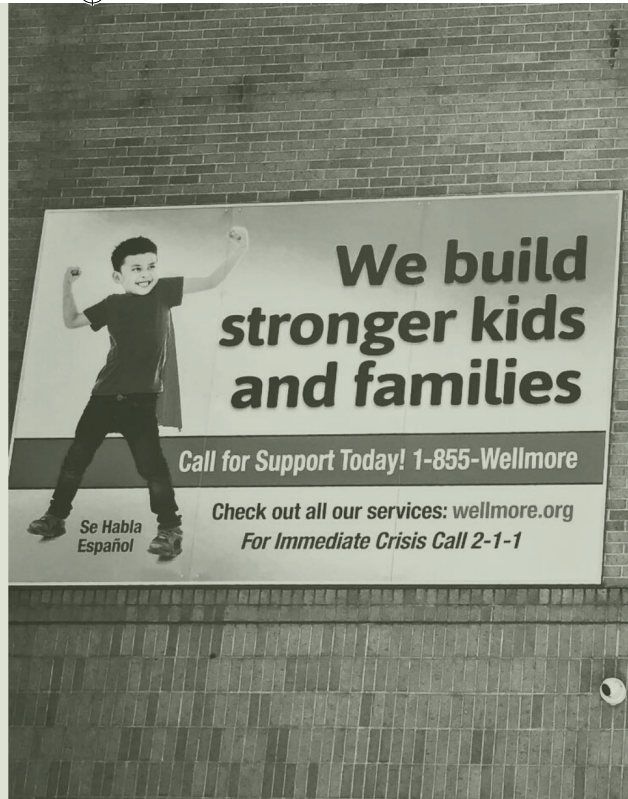
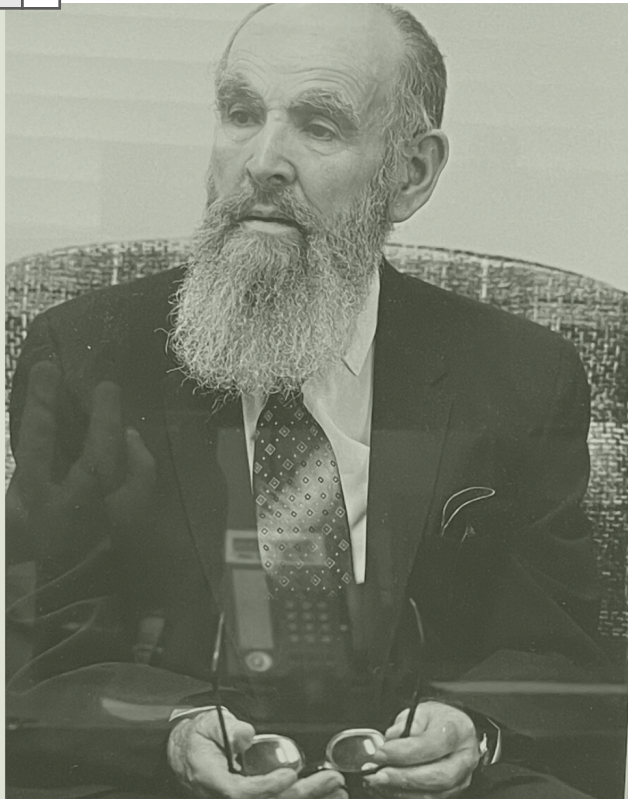


Annual Report

Fiscal Year 2021

70 Years of Caring





Reflecting On 70 Years

When I began working at Wellmore over twenty-three years ago, I had no idea the impact this organization would have on my life. I am honored and humbled in the way people have put their trust in me. The way in which clients have shared their lives and stories has truly made me a better person. Everyday I am tested, challenged, and able to grow. It is my hope to be able to care for the community as well as I've been cared for. I have been incredibly impacted in the way the region has embraced, supported, and sustained us.

We have been through a lot the past seven decades. Between floods, tornados, a global pandemic, and some major crises, it has been a challenging time for many. Our Mission as an organization has grown with the changing landscape. We always want to meet the needs of the community in the best way possible. I am extremely proud of this organization and its phenomenal staff and know that Wellmore will continue to excel in the future.

As we look ahead, I'm most pleased to be making our Mobile Crisis Intervention Services available 24/7. As depression, anxiety rises and the struggles with addiction issues continue to increase, the need for quality, reliable service has grown exponentially in recent years. Children and adults alike are struggling and suffering and it is our goal to provide care for every single person in need. From pregnant mothers to the elderly, we try to reach those who are seeking help as soon as possible. If someone needs help, they need help today. With our Mobile Crisis Service being more accessible, we will ensure the best, most timely care for our clients.

To be a small part of this great organization is humbling. I am grateful for the support shown to us and excited for the future!

Gary Steck
Chief Executive Officer





Beyond the Pandemic

By Dr. Christopher Young, MD

The impact of the pandemic was and continues to be enormous. Unlike other disasters that can destroy physical structures, the pandemic disrupted social supports and interpersonal connectedness- foundations for mental wellness. It overwhelmed the healthcare system and diminished access to school, work, and group engagement. Social isolation, economic stress, loss of loved ones and other community stresses led to increases in anxiety, depression, and suicide. Getting COVID itself is associated with higher rates of developing anxiety, depression and substance use disorders. Looking beyond the pandemic, toward future treatment, we can draw on the creativity, resilience, and perseverance of agencies like Wellmore that innovated to maintain access to care for the communities we serve.

In addition to remaining open

4

for in person appointments, technologies employing video, telephonic, and digital health technology all played a part in supporting clients through the pandemic and will continue to be a part of the hybridization of care going forward. Examples of newer technologies include wearable devices that can measure biomarkers linked to stress and cravings. Computer links to therapists and portals keep the care team updated and online social networking sites can support recovery reminding individuals to engage in exercise or provide ideas for entertainment or distraction. While peer recovery groups and social networking do not replace services, they can offer additional supports for mental health and substance use disorder treatment. However, it is important to understand the benefits as well as the limitations of these new tools as they relate to certain populations.



1951
The Waterbury society for mental hygiene becomes the Child Guidance Clinic of Waterbury, serving almost 100 children a year with a budget of \$100,000

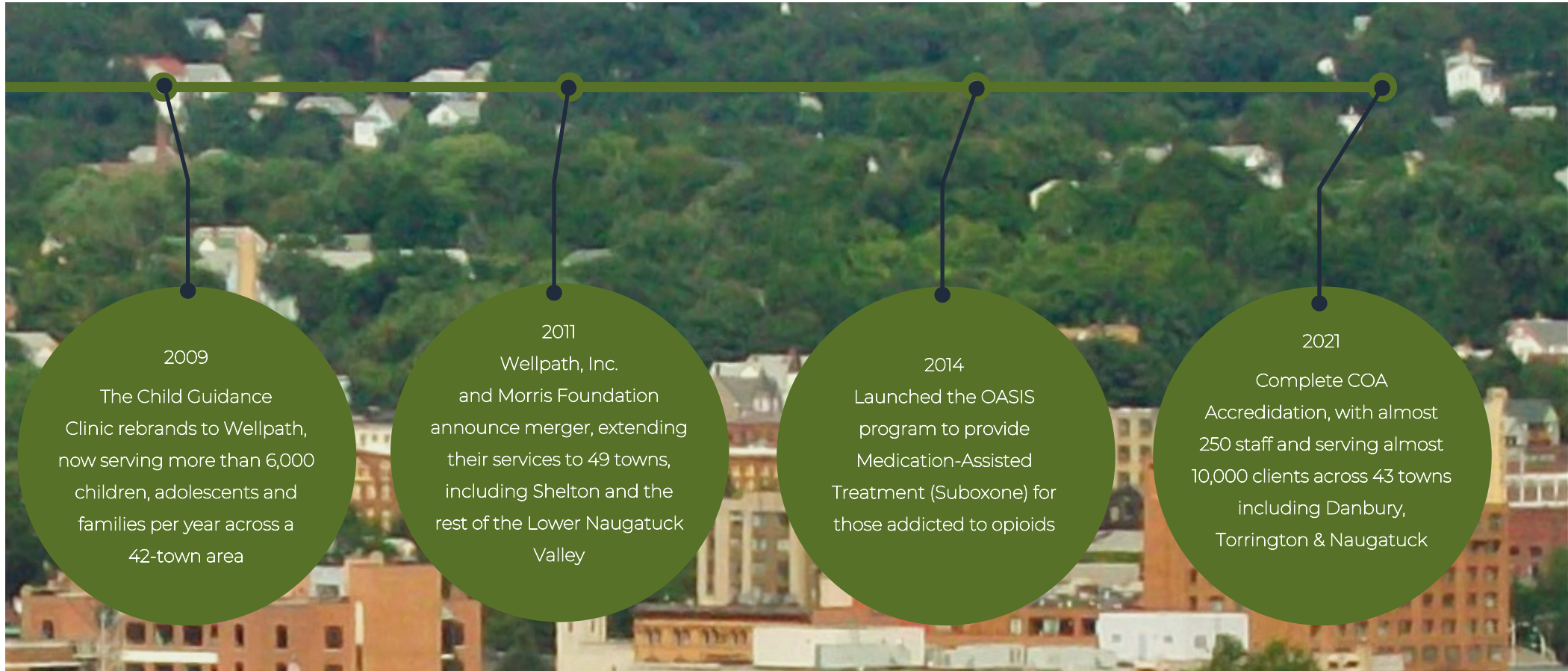
1999 Present-day
CEO Gary Steck becomes Director of the Child Guidance Clinic of Greater Waterbury which grew to serve over 1,000 clients and their families

Benefits of newer technologies are not equally received across communities and those most vulnerable to poor mental health and substance use disorder related outcomes are often the least able to access newer developments in care. Digital technologies, for example, are unevenly distributed and even when an urban or rural community gets better broadband and devices are

handed out, bandwidth challenges and fluency with the technologies needed to participate in telehealth visits vary greatly.

Studies suggest that telehealth allowed agencies to maintain services through the pandemic providing flexibility to clients, increasing participation, and reducing no shows. It has also





been shown to connect people to services quickly after their decision to seek treatment, positively impacting engagement and retention. What telehealth is not as good at relates to building rapport over a phone or screen and observing non-verbal communications compared to in person appointments. Assessing for risk of violence in a home during a telehealth session can also be more difficult. Finally,

the value of an in-person connection for establishing trust, with a new patient, cannot be underestimated.

For Wellmore, keeping abreast of treatment advances, and thoughtful engagement with the individuals we serve, will help to build resiliency in our treatment community and allow for interconnecting systems of care to improve outcomes going forward.

**Want to view our full 70th anniversary video?
Just scan the QR code**



“Something else that stands out to me as impactful is all the wonderful staff I have worked with over the last 20 years. Amazing people that are truly dedicated to helping their communities.”

- Christopher Descroches





B.R.A.V.O. Award

“We have amazingly talented people which makes me happy we are part of a team.”
- Kristin Pracitto

Wellmore prides itself in staff who fully embody the Mission to promote lifetime wellness. Each year, an award in excellence is given to two staff members to recognize superior work ethic, reliability, quality work, and strong character. Wellmore recognizes that it is because of their dedicated staff that the agency has thrived over the past seventy years. Without a determined and passionate staff, Wellmore would not be where it is today. For the B.R.A.V.O. Award, fellow staff members nominate respected colleagues for this prestigious award. The winners are individuals who consistently exceed expectations, display passion for their program, and maintain a positive attitude. This past year, the two elected award winners clearly embody each of these goals. Wellmore is proud to be represented by staff who, through dedication, hard work, and fierce determination, have each proven what it means to truly invest in one’s community.



Nicole Borusiewicz, LCSW - Adult Outpatient Services

Nikki is known for her tireless advocacy for her clients, a respectful demeanor towards others, and her empathetic nature. She is loved by all, as her attitude and care for the community is infectious. Nikki has made a deep impact in the lives of both clients as well as fellow staff. In everything she does at Wellmore, she truly exemplifies the core values of the organization’s mission.

Iliza Aviles - Mobile Crisis Intervention Services

Iliza has shown great initiative, flexibility, and passion in her time at Wellmore. She is a role model for the staff around her as she goes above and beyond every day duties to meet the needs of her clients. She not only invests deeply in her clients, but also serves as a motivating force for those around her in the office. Iliza is an asset to her team, community, and agency.





Recovery Is Possible

by Mica Savelle

Mica is a volunteer giving her time and talent to share her parents inspirational story that lifelong recovery is possible.

Why I Support Wellmore

My parents met in September of 1983. Three months after they met, my dad knew this was the woman he wanted to marry. But they had an uphill climb ahead of them. My parents, Ruth and Randy, were both battling addiction. They met in a Narcotics Anonymous (NA) meeting. Dad was six months clean from his addiction to heroin. The night they met was the first meeting mom ever went to, only twenty and addicted to marijuana. The two were an unlikely success story. Between them, by the ages of 20 and 25, there had been damaged relationships, conviction of felonies, and jail time. Each had come to a place of realization that if they were going to turn their life around, they needed help.

They needed to be immersed in a community of like-minded individuals with counselors who supported, encouraged, and challenged them. They needed fellow individuals who knew the struggle and would hold them accountable. They found this in NA. My mom describes it as, "sharing your experience, strength, and hope." She found power and strength in that group. The sense of community and support that was maintained in the program helped change my parents' lives. It was the only program that ever had any impact on my dad; it saved his life. Ruth and Randy found their footing because of NA. They learned healthy ways of coping with withdrawal and how to avoid falling back into addiction.

Once both were clean, they married and started a family. They used the

first years after getting clean to reconcile broken relationships, especially with parents. Today, my dad visits his mother several times a week and enjoys a sweet relationship with her. My mom was able to have many happy years with her parents before they passed. Brokenness and damage that seemed irreparable was mended. It isn't always possible to have reconciliation, but my parents are so grateful that they were welcomed back after losing precious time to addiction.

Today Ruth and Randy are proud parents and grandparents. They've been married for 36 years and are active in their church and community. They love to travel, read, garden, and play with their two year old grandson. They were saved from a life of loss and hurt and given another chance, one they have not squandered.

Over the years, my parents have had the chance to invest in others who are struggling with addiction. They've been able to invest in and care for those who are hurting as they once were. While addiction will never be something my parents are proud of, one surprising result has been a deep sense of empathy for those who struggle. Addiction is a battle. For some, the temptation lessens over time while others may struggle every day for sobriety. For my parents, it took many attempts at sobriety before they were able to regain control of their lives. But in 1986, they both discovered that sobriety is possible and it is absolutely worth the effort. If you do not wrestle with addiction, please consider reaching out to those who do. No one should have to struggle alone and we all need others to speak kindness and gentleness into our lives.

Because of the help provided by NA to my parents, my sister and I were able to grow up in a secure and healthy environment. We have both gone on to have families of our own which are rooted in love and safety, as demonstrated faithfully by my parents. Organizations like Wellmore are life changing, not only to the individual, but to future generations. These programs provide tactics to break free of addictive habits and to stop the cycle of generational trauma. To any who feel trapped in addiction, I hope this story can bring you hope. Our story can become yours as well.



Want to support our mission?

Donate Today!



NA Meeting 1983



NA Meeting 2021





Child Outpatient Services

When children are having behavioral and emotional problems, these difficulties affect the whole family. Wellmore advocates that behavioral health treatment for children is most effective when parents and caregivers participate and there is a collaboration with teachers and pediatricians. Our treatment and support include and involve all family members to understand the problems and determine solutions that work for everyone. Therapy is more effective when the clinician, doctor, nurse, teacher, child, and family are working collectively. In this way, we can be most successful in reaching our goal of keeping children and families safe, healthy and happy together.

Wellmore provides a wide range of mental health services to the Greater Waterbury, Torrington, Naugatuck, and Danbury Regions. Services for children and families include Crisis Intervention, Intensive Home-Based Services, and Community-Based prevention/early intervention approaches.

To make a referral or get help, call 1-855-WELLMORE

CHILD & ADOLESCENT OUTPATIENT

Our clinical team will provide a thorough evaluation and develop treatment goals with the family to address issues such as anxiety and depression.



COMMUNITY SUPPORT SERVICES

Community Support Services promote healthy family relationships and a strong connection to community resources that help to stabilize and strengthen families throughout Connecticut.

IICAPS

The Intensive In-Home Child and Adolescent Psychiatric Service (IICAPS) helps children and families in crisis through therapy, 24 hour crisis response.



MOBILE CRISIS INTERVENTION

Offering an immediate response to children and youth ages 3-17, or 18 if still enrolled in school, that may be experiencing a behavioral health crisis.

For Crisis Hotline dial 2-1-1



A Word From Our VP Of Child Services

Kristin Pracitto is passionate, and fiercely loyal to both her staff and the community at Wellmore. The VP of Child Services, Pracitto has spent the past two years fully investing in her work in an effort to best serve those around her. Kristin took on the role of VP days before the country shut down due to Covid-19 in March of 2020. Starting a new position in such unpredictable times would be daunting for anyone. However, Kristin has a sink or swim personality and believed the only way forward was to jump in headfirst. Her tenacity and determination have made the child services at Wellmore thrive in a season marked by deep uncertainty.

One of the major avenues through which Kristin serves her community is Wellmore's relationship with the local school systems. After identifying students who are struggling, Wellmore will present methods of coping and adjusting to difficult situations and circumstances. Providing everything from in-person counseling to housing assistance and substance abuse resources, Wellmore is not only investing in students but families as well. By use of mobile crisis, Wellmore is able to go to the students and families in need, rather than requiring them to come to the center. To put it simply, Pracitto says, "If we can go someplace and be helpful, we're going to do it." Wellmore aims to provide the best services in the most attainable manner for the community.

Even in the unknown days of early Covid-19, Wellmore was certain of the absolute essential nature of their work. Kristin and her team understood that the circumstances changing did not alter the need for the support provided by Wellmore. If anything, the need for help grew exponentially. Because of this, with the guidance and support of Gary Steck, CEO and Dr. Christopher Young, Psychiatrist, Wellmore made the decision to make in-person care the goal to all who desired it.

While prioritizing the physical wellbeing of both staff and community members, Wellmore set up socially distanced tents in their parking lot where individuals could drive by to meet with doctors and counselors. They met on front porches, in backyards, and any other place outdoors that would allow for a safe space to have a conversation. Kristin encapsulates the goal of this service beautifully as she states, "We meet them where they were, in every way possible."

For Kristin, the commitment to the community is what makes Wellmore stand out. The organization's partnership with schools is essential because children are struggling, now more than ever. For students, the past two years have presented a level of intensity and a framework of operating that many did not know how to maneuver. Wellmore aims to be a support system to those who are struggling to orient themselves in the current climate.

While the future is anything but certain, Pracitto feels hopeful for how Wellmore will continue to provide quality care. She feels in awe of the staff and what they have accomplished over the past two years. Wellmore's commitment both to staff and community members remains a top priority and Kristin looks forward to continuing their work in caring for the children, students, and families of Connecticut.



"Wellmore aims to be a support system to those who are struggling to orient themselves in the current climate."

When Brian first entered Morris House, he came from a history of unemployment and opiate usage. He was in need of substance treatment, housing in a supportive environment, as well as other support services. In his time with Wellmore, he began a suboxone maintenance program and soon began to find his footing.

During this time, he was able to recognize that the medication he was receiving was instrumental in helping him stay sober. With encouragement, he was able to develop a support network to aid his sobriety. He faithfully attended meetings and became connected with primary care services.

As he pursued healthy lifestyle changes, he was also set up with an interview for a factory job. He was hired as a full-time employee and spent his time in the program saving up to prepare for the future.

Upon discharge, He was committed to continuing weekly meetings in efforts to maintain sobriety. Though he could afford to live on his own, he chose to move into a sober house in order to ensure his sobriety efforts continued.





Adult Services

“There is always a need for mental health services and Wellmore continues to best meet the community’s needs.”

- Holly Montpelier

Our adult services are provided in community-based settings by professionally trained, culturally competent staff. The programs work together to support our mission and exemplify our core philosophy: faith in and dedication to the possibilities of transformation and growth for all human beings, and the recognition that we are all part of a larger whole.



Outpatient Services

Our Adult Outpatient Service provides substance abuse and co-occurring mental health treatment for individuals living and working in the community.



Residential Services

We provide several safe and supportive residential facilities to help support the successful treatment of those who need a more intensive environment.



Primary Integrated Care

For 18+ year olds experiencing mental health or substance use symptoms, and who are also seeking primary care screening and treatment.

“Over the past almost 10 years I have been able to collaborate with a team of dedicated, hardworking individuals, who have supported and guided me in my work with the children and families in my care. It is a privilege to be able to support and help the children and families during some of the most challenging, distressful, and vulnerable times in their lives.” - Jeffrey Corning



Community Partners

Advanced Behavioral Health

BAGS Foundation of Connecticut

Bridge to Success

The National Service Office For Nurse-Family Partnership & Child First

City of Waterbury

Connecticut Community Foundation

Connecticut Counseling Center

Connecticut Food Bank

Connecticut Health & Development Institute

Della Pietra Pharmacy

Emergency Food & Shelter Program

Exchange Club Family Life Foundation of Greater Waterbury

Fatherhood Engagement Leadership Team (FELT)

Franklin Medical Group

Functional Family Therapy Services

Greater Waterbury Health Partnership (GWHP)

Greater Waterbury YMCA

Injury Prevention Center at CT Children's Medical Center

The Leever Foundation

McCall Foundation

Midwestern CT Council on Alcoholism

Multisystemic Therapy Network of Partner Organizations

National PREA Resource Center

Naugatuck Public Schools

12 Office of Inspector General

The Performance Improvement Center at UConn School of Social Work

Quest Diagnostics

SAMHSA

StayWell Health Center, Inc.

The Connection, Inc.

State of Connecticut Department of Children & Families

State of Connecticut Judicial Branch: Court Supported Services Division

State of Connecticut Department of Corrections

State of Connecticut Department of Mental Health & Addiction Services

State of Connecticut Department of Public Health

State of Connecticut Office of Early Childhood

State of Connecticut Office of Policy & Management

State of Connecticut Office of the Child Advocate

Team INC.

The Connection

Trinity Healthcare of New England

U.S. Department of Health & Human Services

U.S. Department of Homeland Security

U.S. Department of Justice

United Way of Greater Waterbury

United Way of Naugatuck & Beacon Falls

Waterbury Pharmacy

Waterbury Public Schools

Yale School of Medicine, Department of Psychiatry

Yale University Child Study Center

Our Donors

GIFT OF \$75,000 OR MORE

- United Way of Greater Waterbury

GIFT OF \$50,000 OR MORE

- Connecticut Community Foundation
- United Way of Naugatuck & Beacon Falls

GIFT OF \$15,000 OR MORE

- Archbishop's Annual Appeal
- Glenn & Jill MacInnes

GIFT OF \$10,000 OR MORE

- Ion Bank Foundation

GIFT OF \$5,000 OR MORE

- Webster Bank

GIFT OF \$2,500 OR MORE

- American Charities
- Base Technologies
- Gary & Michelle Steck
- Joel & Nancy Becker
- Marjorie Steck
- USI Insurance Services LLC

GIFT OF \$1,000 OR MORE

- Dr. Christopher Young
- Employers Reference Source, Inc.
- Len & Maribeth Mecca
- Dr. Peter Jacoby
- Reid and Riege Foundation
- Selim & Linda Noujaim
- Trinity Health of New England
- William & Jody Guerrero

GIFT OF \$500 OR MORE

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- Bill Wildman Floor Covering, Inc.
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- M. Alex Ceertsma
- Maureen Pennington
- Monica McInerney & David Honeyford
- Patricia McKinley
- Sylvia Albert
- Triple Stitch
- Dr. Wilfred Brown
- Wing It On

Our Donors

GIFT OF \$250 OR MORE

- Allyce Barrios Mann
- Catherine Messman
- Charles Boulier III
- Diana Trumbley
- Kristin Pracitto
- Michael Steck
- Morgan Stanley Smith Barney
- Patrick Goudy
- Paul Largay
- Sandra Senich
- Thomas & Angela Buzzelli
- TORRCO
- United Way of West Central Connecticut, Inc.

GIFT OF \$100 OR MORE

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- Lauren O'Neill
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- Mark Stanton
- Marty Morrissey
- Mary Elizabeth Reid

GIFT OF \$100 OR MORE

- Mary Olender
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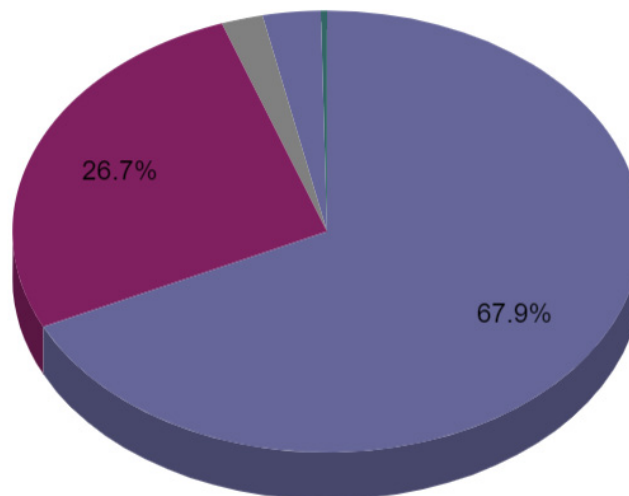
GIFT OF \$100 OR MORE

- Allyce Barrios Mann
- Anibal Baez Jr.
- Anita Barrios
- Barbara Young
- Brian M Cutcheon
- Brian Nugent
- Celia Peacock
- Cheri Golia
- Danielle Valenichis
- David Kamila
- Deborah Ciarlo
- Desmond Mahario
- Edward Nugent
- First Congregational Church of Watertown
- Frank Scinto



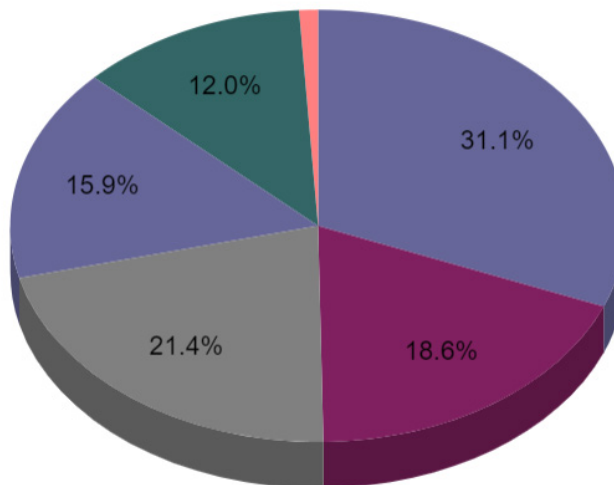
Our Finances

Revenue



- State and Federal Grants - 67.9%
- Fees - 26.7%
- Contributions - 2.1%
- Other Income - 3.0%
- Investment Income - 0.3%

Expenses



- Outpatient Services - 31.1%
- Residential - 18.6%
- In-Home Children Services - 21.4%
- Prevention / Early Intervention - 15.9%
- General & Administrative - 12.0%
- Fundraising and Development - 1.0%

Our Impact

When a concerned father showed up at Wellmore with his fourteen year old daughter, he didn't know where else to turn. He had watched his daughter struggle for months with deep sadness, isolation, an inability to focus, and trouble sleeping. She was having difficulty in school, low energy, and poor self-image. Over time, as she learned to trust the counselors at Wellmore, the young girl shared a history of sexual assault and trauma. With the guidance and encouragement of her clinician, the girl engaged in care using Trauma Focused Cognitive Behavioral Therapy (TF-CBT). This form of therapy helped her to identify cognitive distortions, develop coping skills, and improve communication with her family in an effort to improve her perception of herself. In time, the family chose to end treatment as they recognized significant progress in many areas of concern. After being discharged, her clinician recommended continual use of coping strategies as the girl managed her depressive symptoms.

76%

Of families served that had a child in crisis were extremely satisfied.

65%

Of our 386 O.A.S.I.S. clients successfully completed their treatment plans compared to the state average of 51%.

21,186

Telehealth services were provided to a total of 2,768 Clients during Covid-19.

100%

Of Regional Case Management clients were discharged successfully, compared to the state average of 52%.

8,500

Clients served by Wellmore during Fiscal Year 2021-2022.

2nd Highest

In the number of EMPS responses with a total of 1,688 calls.



8th Annual Festival of Lights

Wellmore's 8th annual Festival of Lights took place on December 10th at Chase Collegiate School. The much-loved celebration of the season featured donated wreaths and trees decorated in holiday splendor to be auctioned or raffled off to lucky participants. Thank you to all of our sponsors, donors, committee members, and "pit crew" for making this another amazing year!

Without the overwhelming support of local businesses, generous donors, board members and our hard working committee such an undertaking would be impossible. We would like to thank all our tree and wreath donors for their fantastic displays of creativity, our sponsors for their generous donations, and the volunteers who helped to make tonight possible! With your help, we were able to raise almost \$47,000!



We invited friends, family, or whoever is a support system for those in recovery to an evening of hope for the future, honoring those in active recovery and in memory of those whom we have lost to substance use struggles. We heard from several speakers about their struggles and recovery journey. They all shared a common thread: "One of the hardest parts was learning that you are worth recovery." Thanks to the generous support of those in attendance, we were able to raise \$3,000 to help support the continued recovery of our clients here at Wellmore.



Sucessful COA Accredidation

The Council on Accreditation is an international, independent, not-for-profit, child and family service and behavioral healthcare accrediting organization. A COA accreditation means that Wellmore has gone through a rigorous review and evaluation process by experts in the field. It is essentially a stamp of approval by an organization that reviews and evaluates the quality of an organization. Funders are increasingly using accreditation as a tool to determine grant recipients.

It is our honor to announce Wellmore Behavioral Health is accredited by the Council on Accreditation (COA), effective July 13, 2021. In and of itself, completing accreditation during the COVID19 pandemic is an amazing result, but the news is even better in that we met 100% of the standards without the need for any corrective actions or compliance plans! COA accreditation means that Wellmore has gone through a rigorous review and evaluation process by experts in the field. COA accreditation is good for 4 years.



Hosted by Connecticut Community Foundation and sponsored by Ion Bank Foundation for the tenth consecutive year, Give Local Greater Waterbury and Litchfield Hills benefits the vital work of hundreds of nonprofit organizations in our region. This 36-hour online giving event unites donors, businesses, and organizations in giving back to our local community.

A million thanks to everyone that stepped up and played the game of Give Local!!!

**351 Unique Donors
\$20,000 Raised +**



**“As long as there are people here to provide help, assistance or support, I know that help will be here and I would like to always stand with them.”
- Joan Huskins, Wellmore**



What Our Clients Say

“Wellmore is focused and committed to their staff and community. Here at Wellmore, both held in equal regard. Everyone has a voice. I appreciate the support, time, training and dedication given by everyone here.”

- Tylice MacDonald

My Care Coordinator made me feel like I could speak freely and I was very comfortable sharing with her. I love the Wraparound process!



I had an absolutely brilliant care coordinator. She has made a big difference in my life!



Very professional and extended their times to fit me in. Helped pushed me out of my comfort zone.



Care coordination is a great program for families that need help connecting to services in their community.

Very kind, listened and genuinely cared about my family's overall wellbeing and success & happiness.



I received great support from my Care Coordinator which made my transition easier. She was very helpful in providing community outreach and programs for my family.



People that need support, Wellmore should be honored for them.”
Care Clinician

Contact Information

Administration

141 East Main Street, 4th floor

Waterbury, CT 06702

Phone: 203-574-9000

Fax: 203-574-9006

Adult Outpatient Services

402 East Main Street

Waterbury, CT 06702

Phone: 203-755-1143

FAX: 203-753-3274

Child & Adolescent Outpatient Services

141 East Main Street,

2nd floor

Waterbury, CT 06702

Phone: 203-756-7287 or

Fax: 203-596-0722



When in Crisis call: 211

WWW.WELLMORE.ORG

