

2019-2020 **ANNUAL** REPORT



RESILIENCE



COMMITMENT



COMMUNITY

BY THE NUMBERS

2019-2020



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OUR IMPACT

“You don’t have to see the whole staircase. You just have to take the first step.” – Joe, Morris House Client

Client Satisfaction

- 98%** Felt comfortable, supported, respected, accepted, and safe at Wellmore Behavioral Health
- 97%** Rate their quality of care as good to excellent
- 97%** Felt like they could more effectively handle their problems
- 97%** Would recommend Wellmore Behavioral Health to a friend



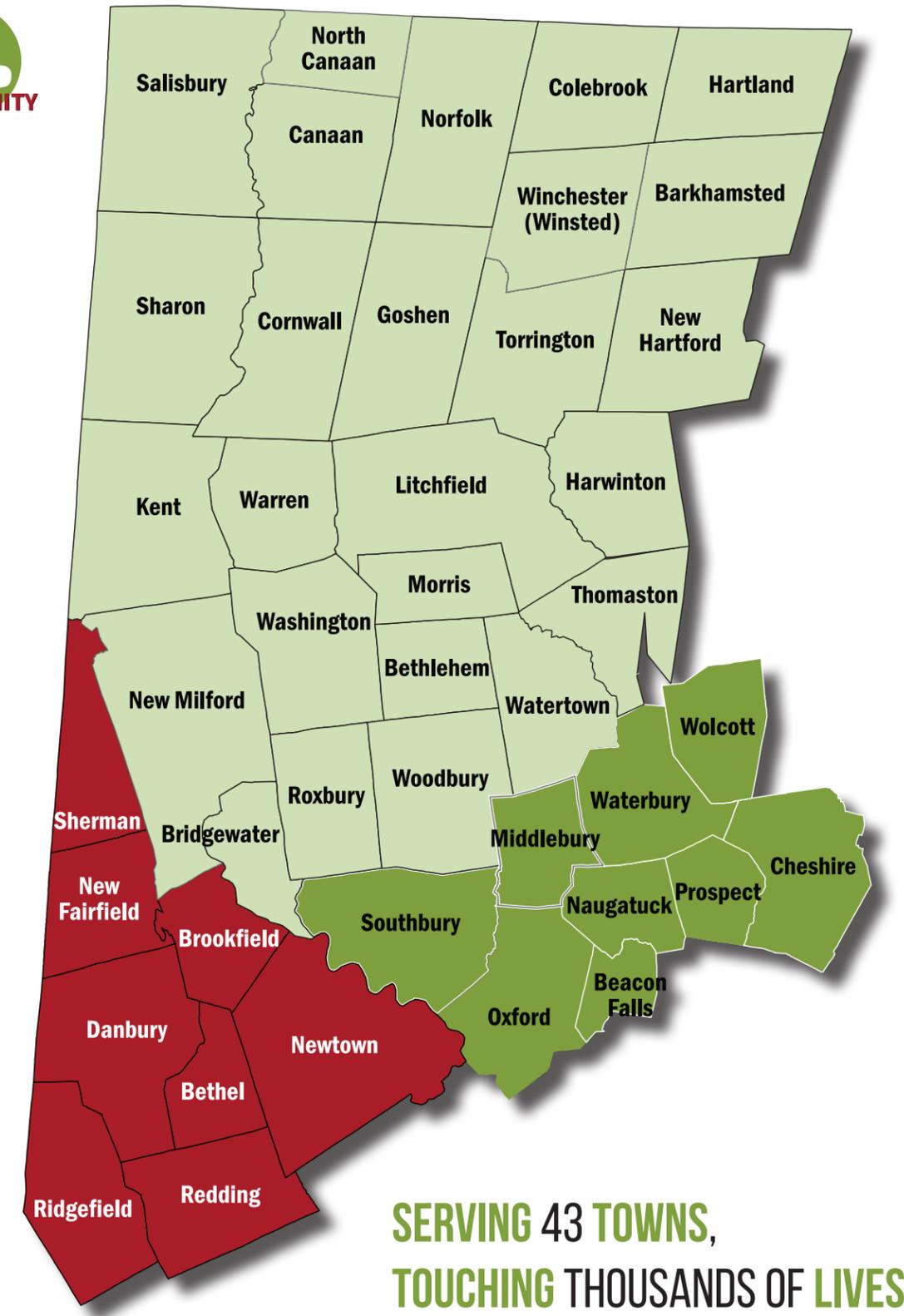
COMMITMENT

WHO WE ARE

Wellmore, Inc. is one of the largest behavioral health and substance use providers in western Connecticut, serving 43 towns in northwestern Connecticut.

Our mission is to promote lifetime wellness through a continuum of essential and innovative treatment and support services for children, adolescents, adults, and families - giving them hope for better outcomes and to lead safe, healthy and productive lives.

This year was filled with change and uncertainty, not just for us, but for the entire world. However, as the world became more uncertain, we quickly readjusted and remained committed to the community. Our resilience in unknown times allowed us to remain steadfast in our mission to provide services to the community, while remaining true to our vision to empower individuals and families to lead healthy and fulfilling lives.



**SERVING 43 TOWNS,
TOUCHING THOUSANDS OF LIVES**



Photo by Brett Jordan on Unsplash



Image by Tumisu from Pixabay



RESILIENCE

MISFORTUNE STRIKES, COMMUNITY RESPONDS.

“When we learn how to become resilient, we learn how to embrace the beautifully broad spectrum of the human experience.” – Jaeda Dewalt

On June 2, 2019, the capabilities of Wellmore were tested when a fire destroyed the child outpatient office at 150 Meadow Street in Naugatuck. Thankfully, there were no injuries.

Responding to the need, Ion Bank stepped up and immediately donated the use of their former Ion Insurance office space on 24 Cherry Street as a temporary office for Wellmore.

Connecticut Community Foundation, a long-time community partner and supporter of Wellmore, donated \$7,500 toward building of the new Naugatuck office location at 333 Church Street. Connecticut Community Foundation works to foster an equitable and inclusive community in Greater Waterbury and Litchfield Hills by inspiring generosity, supporting organizations, and cultivating effective leaders.



Above: Wellmore CEO Gary Steck receives the keys to the former Ion Insurance office from Ion Bank CEO David J. Rotatori.

Below: David J. Rotatori Gary Steck talks with Gary Steck at the office on 24 Cherry St. in Naugatuck.



Photos by Elio Gugliotti, Editor, Citizen's News



COMMUNITY

“We are blessed that no one was injured and that we were able to get back on our feet with the help of the local community. While we obviously never dreamed of something like this happening, it’s great to know the community can rally.”

–Gary Steck, Wellmore CEO

“Our mission is to serve the community - first priority. So it was a no-brainer.”

–David J. Rotatori, Ion Bank CEO

NEW NAUGATUCK OFFICE

The new space will continue to support the community, and thanks to the generous donors— **\$15,000 was raised by the community to create a new space**—Wellmore never had to stop serving those in Naugatuck.

The office includes spaces especially to help those diagnosed with or exhibiting traits of Autism Spectrum Disorder. These clients have additional obstacles and specialized needs which can’t be provided in a standard clinical setting due to over-stimulation and sensory overload. With over 70% of the children we treat living below the poverty line, this opens up new opportunities to provide immediate access to care for children and families.



At Right: Cathy Scheidel, Wellmore Director of Child Outpatient Services, and representatives from Bill Wildman Floor Covering, Inc., are shown with mural and sensory rug.



STAFF COMMITMENT

Image by John Hain from Pixabay



BEING RELIABLE AND ADDING VALUE TO THE ORGANIZATION

The BRAVO Award is given to Wellmore staff who have been nominated by their peers for embodying the mission of the organization, produce quality work, and consistently display characteristics valued and appreciated by coworkers.

We were pleased to present the inaugural BRAVO award to Christopher DesRoches, Morris House Program Manager, and Margaret Buell, Data Application Specialist.



Right: Christopher DesRoches and Margaret Buell, first recipients of the BRAVO Award



COMMUNITY EVENTS

INTERNATIONAL OVERDOSE AWARENESS DAY: STOP THE STIGMA. START A NEW STORY. CONTINUE THE CONVERSATION.

On August 24, 2019, hundreds of supporters joined Wellmore Behavioral Health on a day of honoring loved ones, supporting survivors and recognizing those in recovery at the International Overdose Awareness Day, held at the Waterbury Police Athletic League (PAL).



International Overdose Awareness Day

prevention and remembrance

support meetings, and Narcan training with free distribution, all to work towards ending overdose.

We are grateful for our partners—Waterbury Health Department and Della Pietra Pharmacy—for their support of this event

It was a day to honor lost loved ones, support survivors, and recognize those in recovery. Wellmore hosted workshops, activities for children,

Wellmore Behavioral Health 6TH ANNUAL FESTIVAL OF LIGHTS

Highlights:

- December 5, 2019 at Chase Collegiate School
- 42,000 dollars raised
- 110+ trees and wreaths donated
- 70+ sponsors and vendors
- Most successful Festival of Lights yet!

Donors:

- Webster Bank - largest donor of trees and wreaths
- Highland Brass Co. and Litchfield Distillery - signature drinks
- Onyx II Fine Jewelers - diamond necklace for drawing

We are so thankful to Heather Laberinto of Webster Bank for stepping up as our new chairperson and the efforts of our hard working planning committee.

A very special thank you to Webster Bank for supporting this event since its inception.





“Patience and perseverance have a magical effect before which difficulties disappear and obstacles vanish.” – John Quincy Adams



RESILIENCE

MENTAL HEALTH IS ITS OWN PANDEMIC

COVID-19, a pandemic the likes of which has not been seen in over a century.

Spreading globally, it led to a lockdown in March of 2020, pushing the world into an unknown future while everybody tried to contain the virus. What many people do not realize though is the impact of the other ongoing pandemic, which belongs to mental health.

A research letter from the Journal of American Medicine (JAMA) network demonstrated an increase in mental health symptoms that began with the onset of COVID-19.



However, they did not go away. These symptoms are continuing, requiring efforts to help those suffering the effects. This is where Wellmore can help.

As COVID-19 spread, Wellmore reacted quickly to meet the needs of all clients, continuing to see patients in the safest ways possible.



COMMITMENT

COMPASSIONATE CARE

There was a time when Paul had it all. After graduating from a prestigious east coast university, he married and landed a management job at a major corporation in Boston. He enjoyed a comfortable income and the lifestyle that came with it. “Life was good,” says Paul. “The future looked bright.” After a while, however, Paul knew he wanted to make a career change, and eventually he and a couple of business associates started their own company specializing in the restoration of abandoned properties. Once again, success was his.

Gradually, though, Paul’s life began to unravel. When the COVID-19 pandemic hit he had to close his business down. He began to self-medicate with alcohol and was repeatedly hospitalized. “I knew something was seriously wrong,” says Paul, who was ultimately diagnosed with bipolar disorder. His world continued to spin out of control. Sometimes he couldn’t sleep. Other times he couldn’t get out of bed. He felt dismal and hopeless. He and his second wife divorced, and he had virtually no income. “I went from being on top of the world to flat broke,” he says. A childhood friend then convinced him to move to Watertown.

After learning about the Primary Integrated Care (PIC) program at Wellmore and participating daily in the AA program there, Paul began to see a glimmer of hope. The intensive outpatient program, led by highly trained mental health professionals, offers specialized programming to adults like Paul who are in the process of recovery from substance use and its co-occurring mental health issues. “I jumped in with both feet and participated fully,” says Paul.

Through telehealth and occasional in-person appointments he made progress and transitioned to full-time telehealth for monthly check-ins. He credits his case manager and the PIC team at the center for much of his success. “The people there are like family, and they treat you with such compassion, dignity and respect. I’ve never really had an experience like this before. It may have even saved my life.”

– Excerpted from Paul’s COVID story



“The people there are like family, and they treat you with such compassion, dignity and respect. I’ve never really had an experience like this before. It may have even saved my life.”

– Paul, Primary Integrated Care (PIC) Program Client

OUR STORY DURING THE PANDEMIC



RESILIENCE

Faced with great financial uncertainty and many unknowns about the emerging COVID19 virus, in early March 2020, Wellmore Behavioral Health elected to maintain its mission focus AND commitment to its staff. At the time there were approximately 4,500 open clients in our care. We had little time to develop a plan to sustain our client relationships while supporting our staff and their families through an unprecedented crisis. Here's what we did in a nutshell:

The Board of Directors authorized a plan to maintain our entire staff despite the threat of a massive income loss. You read that right, no one was laid off, no shift hours were reduced, no wages were cut from the day a state of emergency was declared until the present. More than that, targeted hazard pay was issued, performance incentives (sometimes called 'bonuses' by others) took place on our normal cycle in spring of 2020 (and at a larger amount than 2019), the company absorbed the increased costs that came with our health insurance renewal and all benefits remained intact.

No staff, no mission!

We adopted a new key goal: To maintain access and choice for all our clients/potential clients. To achieve this objective, we added telehealth services to our toolbox, altered all our outpatient sites to address health/safety concerns, developed creative care options such as using tents, drive-by/drive-up visits, home visits, and visits outside/on porches/in community settings, all designed to empower our families through offering them the choice of how and when they wanted to be seen. And choice included face-to-face care options for all programs, services, and settings at a time when few if any other providers in Connecticut were doing so (this still remains true today).



Wellmore COVID Initiatives:

To maintain a safe and healthy workplace, Wellmore put into place multiple initiatives with the onset of the COVID pandemic. Beginning in March 2020, some of the actions evolved as more was learned about COVID, some continued, and some were eliminated. The goal was and continued to be developing a plan to give staff, clients, and the community a safe environment to receive services, as COVID continued to impact our workplace, community and how we operate.

Areas we addressed to minimize the impact of COVID:

- Social Distancing Methods
- Handwashing
- PPE
- Cleaning and Disinfecting
- Communication and Resources
- Technology
- Training and Education
- Leadership
- Well-being



COMMITMENT

SUCCESSFUL TEAM EFFORT

Camila's pediatrician called 211 for an emergency crisis evaluation after the client disclosed suicidal ideation. The Mobile Crisis team (MCIS) took the initial information and dispatched a clinician to assist the family through assessment and recommendations. The clinician provided crisis evaluation, stabilization services, assessed for safety and risk in the home, and created a safety plan. As part of this evaluation, a mental status exam and discussion of Camila's history and needs was completed, which helped the clinician to determine additional support services.

While speaking with MCIS, Camila was able to process her feelings and denied current active suicidal or aggressive ideations that placed her at risk. She engaged well with the mobile crisis clinician and identified positive coping skills and people who would provide more support.

Camila and the clinician agreed that she would continue engaging with her individual therapist for support and would reach out to the pediatrician if necessary. The MCIS clinician reviewed the safety plan and recommendations with the pediatrician and therapist.

MCIS reached out to Camila's mother to follow up and she reported that Camila was continuing successfully in school and at home. Camila's mother was encouraged to continue engagement with the therapist and to call 211 if additional support was needed.

PROGRAMS

Our treatment and support include and involve all family members to understand the problems and determine solutions that work for everyone, and keep 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.

OUTPATIENT CLINIC

- Outpatient Services
- Mobile Crisis Intervention Service

COMMUNITY SUPPORT

- Community Support for Families
 - Care Coordination
 - Early Childhood Consultation Project
 - Parents as Teachers
 - Fatherhood Engagement Services

HOME-BASED

- Intensive In-home Children's and Adolescent Psychiatric Service
- Functional Family Therapy
 - Child First
- Intimate Partner Violence-Family Assessment Intervention Response
- Multisystemic Therapy-Building Stronger Families

TELEHEALTH SERVICES



COMMUNITY

Without the help of several incredibly generous organizations Wellmore would not have had our critical Telehealth infrastructure ready to go, allowing for a seamless transition of our services throughout the quarantine and work from home orders. The ability to offer services remotely offers uninterrupted critical support for the vulnerable populations that we serve.



Indoor Treatment



Phone



Online



Community



Home



Outdoor Treatment

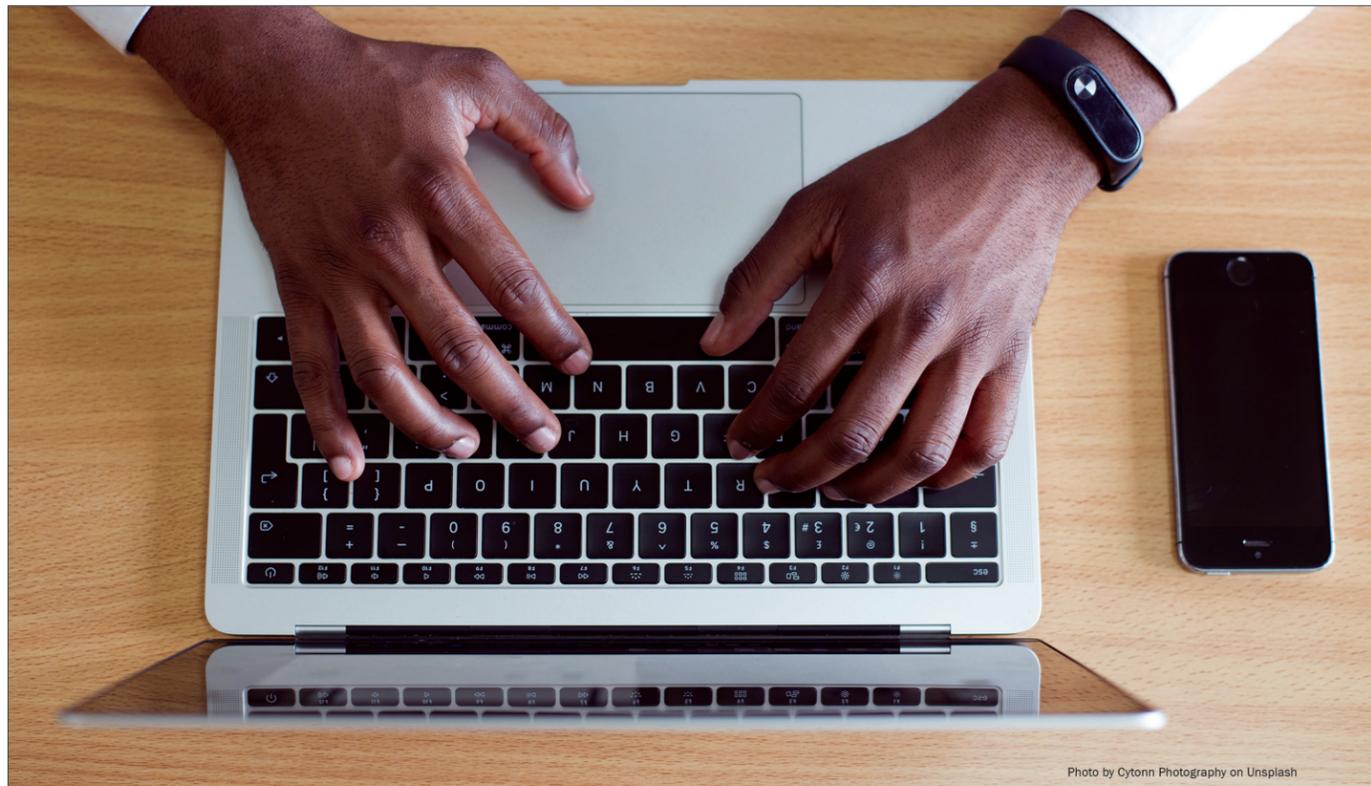


Photo by Cytonn Photography on Unsplash



COMMITMENT

OVERCOMING OBSTACLES

John Smith is a 41-year-old man who first came to Wellmore in August of 2019. He was experiencing homelessness, consuming dangerous amounts of alcohol, and was depressed. Furthermore, he had extensive health issues that needed to be addressed. He required a holistic approach to his care, to help treat him as a whole person. He was admitted to the Intensive Outpatient Program and referred to the Primary Integrated Care Department (PIC). This was the critical first step in creating his healthcare home.

Substance use is a difficult thing to overcome, and John did experience episodes of relapse, which were only exacerbated by the COVID-19 pandemic. He was admitted in July 2020 to the Therapeutic Shelter, and while there, he and his team agreed that Morris Recovery House would be a good place for him to fully stabilize and meet his healthcare needs. He transitioned to living there in August 2020, and it was the case management there, plus the medical services of PIC and behavioral health care from the Intensive Outpatient Program, that allowed him to make positive progress in his recovery.

He was able to get all his required care in a single location, and his symptoms began to improve. He maintained a good quality of life and was able to secure sustainable housing. He was beginning to build a life.

PROGRAMS

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**
- OASIS/Suboxone Adult Outpatient
 - Intensive Outpatient (IOP)
 - Transitional Case Management (TCM)
 - Primary Integrated Clinic (PIC)
 - Case Management (Regions)
 - Supportive Housing for Families

- ADULT RESIDENTIAL**
- Morris Recovery House
 - Therapeutic Shelter
 - Women and Children's Program



PRIMARY INTEGRATED CARE



COMMITMENT

HEALTHCARE SIMPLIFIED

The Primary Integrated Care (PIC) clinic is in year two of a five-year project to address the need for holistic healthcare for those with mental health, substance use, and physical health problems. This program focuses on serving adults with complex behavioral and physical health needs that require treatment interventions that integrate the expertise of practitioners in both these fields.

As a new initiative for Wellmore, the PIC Department utilized the second year of the program to further refine its services and develop its treatment capacities. In Fiscal Year 2020, PIC expanded its integrated care capabilities by providing services to clients from across the Adult Division, most notably the OASIS Buprenorphine program, where many clients now receive medication assisted treatment and primary care services in a single integrated setting. This year also saw the development of programming focused on promoting healthy lifestyle choices.

By partnering with the Community Health Network Foundation, the program was able to provide clients with Cooking Matters courses which promote skill development in healthy food buying and preparation. This investment in service development resulted in the

Primary Integrated Care Department admitting over 200 clients and exceeding the program's contractual obligations despite the significant challenges presented by the COVID-19 Pandemic in the final quarter of the year. The PIC Department looks forward to continuing to grow its services in the coming year.

SERVICES

- Primary Health Care
- Dental Hygiene
- Mental Health Counseling
- Suboxone Treatment
- Prevention and Wellness
- Addiction Care

PARTNERS

- Substance Abuse and Mental Health Services Administration (SAMHSA)
- State of Connecticut Department of Mental Health and Addiction Services (DMHAS)
- StayWell Health Center, Inc.



COMMUNITY

COMMUNITY PARTNERS

- Advanced Behavioral Health
- BAGS Foundation of Connecticut
- Bridge to Success
- 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
- Franklin Medical Group
- Functional Family Therapy Services
- 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
- 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 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 Public Schools
- Yale School of Medicine, Department of Psychiatry
- Yale University Child Study Center



COMMUNITY

OUR DONORS

GIFT OF \$75,000 OR MORE

- United Way of Greater Waterbury

GIFT OF \$50,000 OR MORE

- United Way of Naugatuck and Beacon Falls

GIFT OF \$20,000 OR MORE

- Connecticut Community Foundation

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

- Exchange Club Family Foundation of Greater Waterbury
- The Leever Foundation
- Webster Bank

GIFT OF \$2,500 OR MORE

- ADNET Technologies
- ALERA Group
- American Charities
- Base Technologies Inc.
- Mr. and Mrs. Joel Becker*
- Mrs. Marjorie Steck*
- Onyx II Fine Jewelers
- USI Insurance Services LLC

GIFT OF \$1,000 OR MORE

- Business Resource Consulting, LLC
- Dr. and Mrs. Peter Jacoby*
- Dr. Christopher Young
- Employers Reference Source, Inc.*
- John Ciulla*
- Madison Exchange Club
- Mr. and Mrs. Gary Steck*
- Mr. and Mrs. Len Mecca*
- Mr. and Mrs. William Guerrero*
- Reid & Riege, P.C.
- Selim & Linda Noujaim*
- Smith Brothers Financial
- Timothy Bergstrom*
- Trinity Health of New England

GIFT OF \$500 OR MORE

- Bill Wildman Floor Covering, Inc.
- Brown Plastic Surgery
- Dain Junget II Services, LLC
- Darlene Freyrmuth
- Della Pietra Pharmacy
- Erica Leonard*
- John & Sue Krinsky Family Gift Fund
- John Daddona*
- Linda Wihbey
- Maureen Pennington
- Michael O'Connor*
- Monica McInerney & David Honeyford
- Mr. & Mrs. Joe Connolly*
- Mr. and Mrs. James Smith*
- Mr. Frank Scinto*
- Ms. Jackie Post
- Ms. Kathy A. McPadden*
- Nancy Marchetti*

GIFT OF \$500 OR MORE

- Susan Turmel
- Sylvia Albert*
- TORRCO
- Triple Stitch
- Victoria Bosse Moran

GIFT OF \$250 OR MORE

- B&Z Management Group
- Catherine Scheidel
- Dr. Bhagya Reddy
- Dr. Marcy Kane*
- Dr. Ronald B. Weir
- Griffin Injury Law LLC
- Harriet Wolfe
- Margaret Buell
- Mr. and Mrs. Thomas Buzzelli *
- Mr. David Steck
- Mr. Paul Largay
- Ms. Joan V. Hartley
- Overhead Door Company of Waterbury
- Paolino Public Affairs Consulting, Inc.
- Patrick Goudy
- Rotary Club of Waterbury
- Savings Bank of Danbury
- Staywell Health Care, Inc
- Thomaston Savings Bank Foundation, Inc.
- UniMetal Surface Finishing
- United Way Miscellaneous
- United Way of West Central Connecticut, Inc.
- Webster Bank - Legal

*HopeGiver

GIFT OF \$100 OR MORE

- Ann Fowler
- Ashley Keith
- Cary Fappiano
- Cindy Niedziela
- Deborah Mulhall
- Dr. M. Alex Geertsma*
- East Coast Roofing
- First Congregational Church of Watertown
- Greco Inspections, LLC
- James Lawlor
- Jeffery Behm
- Danielle Bonderenke
- John & Gail Herman
- Katherine Vines-Cook Trumbull
- Kathryn Luria*
- Kristin Pracitto
- Lauren Caswell
- Law Offices of Thomas E. Porzio, LLC
- Lori Hart
- Mark & Cathy Johnston
- Maryann Cacace
- Maura Worgan
- Mercury Fuel Service
- Michael Rokosky*
- Millennium Computer Services of CT, LLC
- Millette Pest Control
- Mr. and Mrs. Robert Roland*
- Mr. and Mrs. Vicker DiGravio
- MZM Food Group
- Napoli
- Naugatuck Police Union
- Oronoque Eye Care
- Pamela Greene
- Robert & Debra Desena
- Slavin Stauffacher & Scott LLC
- Terrence & Kim Mangan
- Unico - Waterbury Chapter
- Waterbury Regional Chamber
- Webster Bank - Treasury
- William Kaszas

Listen
Dedication
Restore
Perseverance
Commitment
Wellness
Heart
Connect
Wellmore
Behavioral Health
Wellness for a lifetime™

Resilience
Community
Determination
Heal
Support
Stability
Promise
Wellbeing
Hope
Strength
Advocacy

HELP IS A CALL A WAY! FOR CRISIS, CALL 211.

Child & Adolescent Services:

📞 203-756-7287

📍 141 East Main Street, 2nd Floor
Waterbury, CT 06702

Adult Services:

📞 203-755-1143

📍 402 East Main Street
Waterbury, CT 06702

Visit us at:

www.wellmore.org