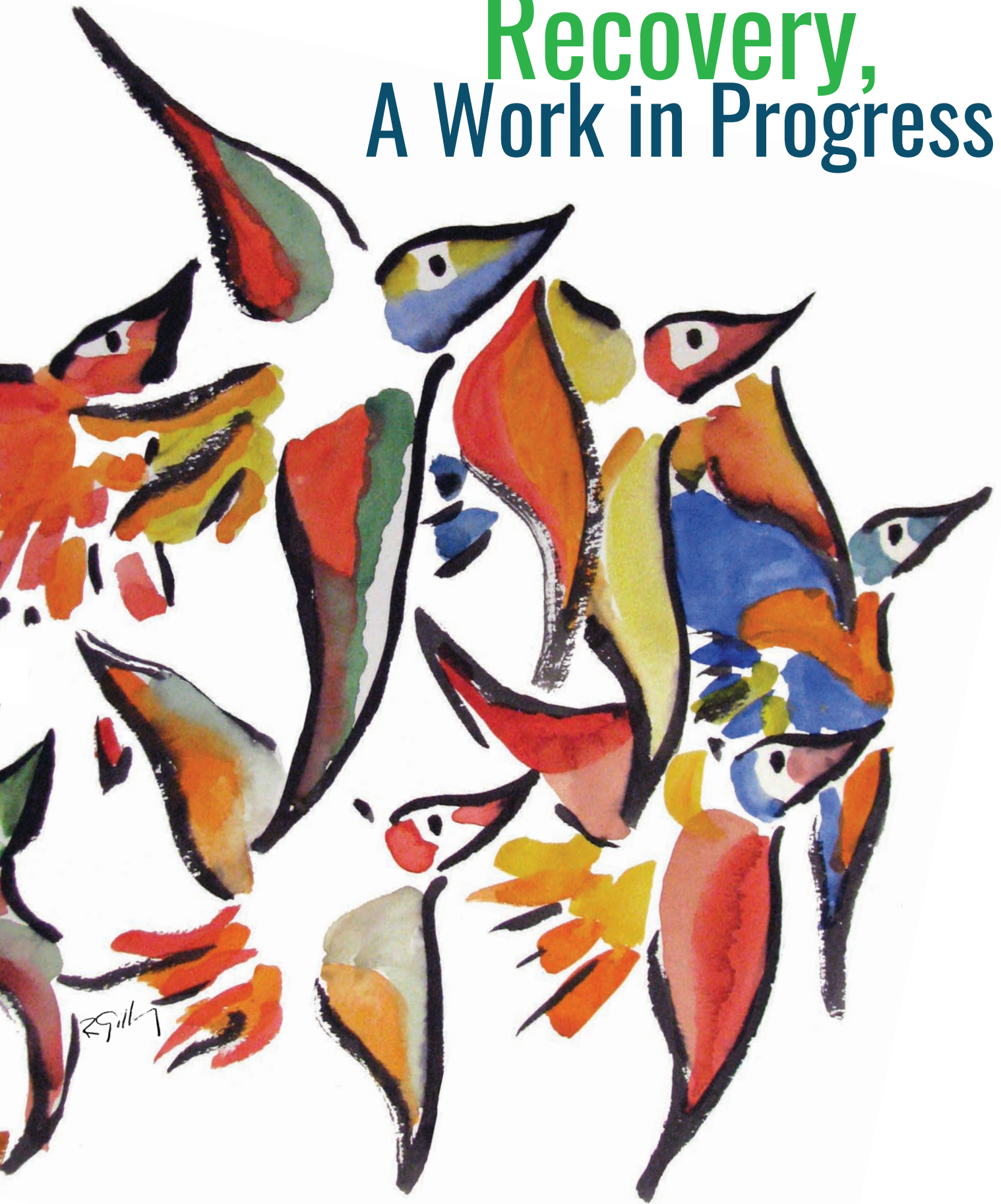


Recovery, A Work in Progress



Laurel House, Inc. FY 2019 Annual Report

One More Day...



One More Step...



“If you take one more step, you’re going to be in a better place.”

Kevin, Supported Education program participant

A Message from our CEO and our Chairman

Dear Laurel House families, friends and supporters,

Thank you for the confidence you have shown in our work and the investment you have made in mental health recovery. With your support we have sustained the quality of our programs and served 860 individuals last year (not including rtor.org cases). You'll see in our Summary Financial Report that while we just covered our expenses for the fiscal year, we were able to maintain our achievement of successful participant outcomes, and we did not use our operating reserve, invested savings, or line of credit.

We closed our Treasure Hunters Thrift Store in June, reflecting change in the retail model and consumer preferences. The most important factor in our decision was that we no longer needed the store as a pre-vocational setting for our clients, since our Supported Employment program consistently gains competitive jobs for our participants, and our skill building workshops prepare individuals for education and the workforce.

Your financial support has allowed us to adapt to the needs of those we serve, delivering programs convenient to where they live, work, or go to school. Following are some of the FY19 program accomplishments:

- Mobile Employment Services (MES) – Capitalizing on our expertise in Supported Employment and in helping individuals with co-occurring disorders, Laurel House won a competitive two year award from DMHAS (Dept. of Mental Health and Addiction Services) to get jobs for residents in DMHAS funded recovery homes who are struggling with substance use disorders and opioid use in particular.
- Our Thinking Well (Cognitive Remediation) program has been recommended by DMHAS to other mental health service providers, to improve the therapeutic outcomes of their Social Rehabilitation programs. Laurel House received a small grant to act as a Technical Assistance Center for three providers located in other regions – Hartford, New Haven and Willimantic – as they invest in their own Cognitive Remediation offerings to raise their performance level in serving their clients.
- Piloted in early 2018, our Tele-Education Support (TEdS) became a staple in our Supported Education program. It allows Laurel House counselors to use technology to “follow” the student on campus, away from home, to ensure transition to disability accommodations and mental health services.
- www.rtor.org and our Resource Specialists continue to fill the void for families in search of expert services in mental health, responding to 1,781 requests for individual service from the 314,863 unique users who visited the site last year. 72.5% of the cases requesting response were related to young and emerging adults (16 - 35). The Resource Specialists made 78 visits and presentations to promote early intervention and to stimulate the use of rtor.org in the local towns we serve and who support us.

Your continued financial support is critical to maintaining these programs. You are helping the many individuals and families in need of mental health services – giving them hope and a practical path to recovery in the community, one step at a time.



A handwritten signature in dark ink that reads "Linda M. Autore".

Linda M. Autore
President and CEO

A handwritten signature in dark ink that reads "Kenneth A. DellaRocco".

Kenneth A. DellaRocco, Esq.
Chairman, Board of Directors



“Even though some days you might not get to where you want to go...”



Supported Education helps high school and college aged students living with a mental health condition enroll and succeed in post-secondary education or vocational certification. It provides the coping skills, learning strategies, and ongoing counseling support for students in need to function better and succeed in school, the workplace, the community, and at home.

Entry into the Supported Education program gives seamless access to other Laurel House evidence-based programs such as Supported Employment and Thinking Well (Cognitive Remediation). The families of Supported Education students are also able to receive support from rtor.org Resource Specialists and referral to expert family therapists.

As successful as the Supported Education program has been, to address the varied needs of program participants – especially young adults – Laurel House introduced the use of technology to connect vulnerable participants to counselors and resources, ensuring stability throughout transition to on-campus disability accommodations and mental health services.

Tele-Education Support (TEdS) is an enhanced Supported Education service that provides on-campus support via Skype, FaceTime, text and phone, and periodic in-person support to Fairfield County students away from home and to their families.



Thank you to **The Dammann Fund, Inc., Greenwich United Way, Near & Far Aid** and **John H. & Ethel G. Noble Charitable Trust** for helping fund our Supported Education program, and to the **Community Fund of Darien** for supporting our Tele-Education Support (TEdS) and our Supported Education program. Thank you **Greenwich Department of Human Services** for continuing to designate Laurel House as a Community Partner, providing assistance to our Supported Education and Supported Employment programs. Thank you to the **Stamford Rotary Trust Fund** for providing funds to purchase phones & laptops for Supported Education & Employment Counselors.

...there's always another day."

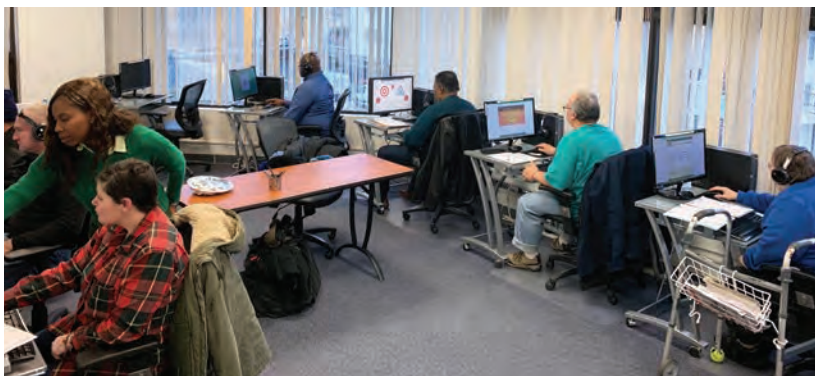
Thinking Well is a therapeutic evidence-based Cognitive Remediation program that addresses the long term cognitive impairment of those living with serious mental illness. The program improves underlying cognitive skills linked to better functioning in the workplace, school and community.

The Thinking Well program includes a focus on young adults, since it identifies and addresses underlying cognitive issues that may interfere with a student's ability to pay attention, concentrate while reading, read more than one page, or remember what has been read.

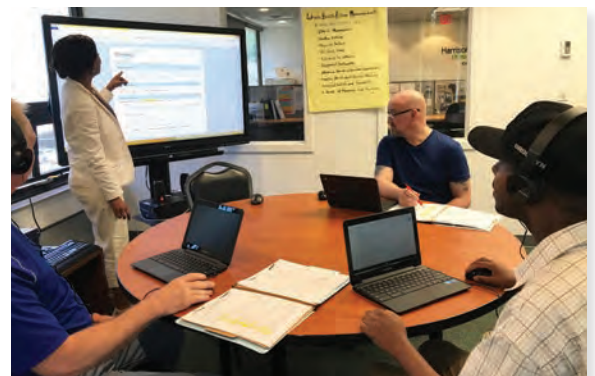
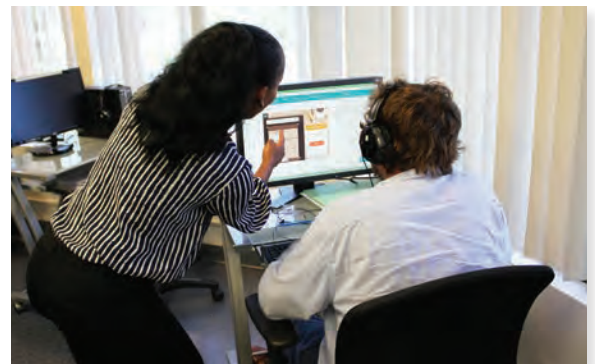
In FY19, Laurel House expanded its Thinking Well Program by taking it "on the road," to partnering agencies in local communities around Fairfield County. Thinking Well's outbound model, Thinking Well Mobile, increases access to services by eliminating a transportation barrier for program participants who would benefit from Cognitive Remediation but are unable to afford or navigate public transportation. The program also provides a proven therapeutic intervention for other agencies' clinicians to improve their clients' vocational outcomes, without having to train staff and invest in the program.

Social Rehabilitation Programs provide a well-rounded roster of groups and special events to support important areas of development for program participants.

Laurel House offers workshops and groups with therapeutic and restorative activities and skill building curriculum that focuses on the strengths and abilities of program participants. In an environment of support and acceptance, counselors and community volunteers engage participants to increase self-sufficiency, communication and coping skills, and to help them learn new skills useful for employment, social interaction and greater independence in living.



First County Bank Foundation, Inc. donation



Thank you **Nancy E. Barton Foundation**, **First Congregational Church of Greenwich Women's Fellowship**, and **Pitney Bowes Foundation** for supporting our Thinking Well (Cognitive Remediation) program. Thank you **Fairfield County's Community Foundation**, **First County Bank Foundation, Inc.**, and **The Inner-City Foundation For Charity & Education** for supporting our new Thinking Well Mobile program, and to the **Rotary Club of New Canaan** for providing funds for Thinking Well Mobile software.

“There are going to be moments when you decide this is too much...”



The Darien Depot, Communities 4 Action and Laurel House, Inc. co-sponsored a free screening of *LIKE*, an IndieFlix original documentary about the impact of social media on our lives, at the Darien Playhouse in May.

www.rtor.org is a free online service that helps families and individuals affected by mental health concerns connect with expert treatment and services. Through the website, individuals and families can contact a Resource Specialist for personalized help (by phone or email) with a problem, obtain information about best practices, or consult the Directory of Family-Endorsed Providers for recommendations on vetted programs and practitioners.

The ultimate goal of www.rtor.org is to intervene early in the treatment of mental health and substance use disorders, preventing the most debilitating effects of mental illness and addiction, and improving recovery and quality of life.

Since its launch in 2014, www.rtor.org has logged more than 1.4 million visits, while our two Resource Specialists have offered free personalized help to 4,047 families and individuals. 157 Family-Endorsed Providers are showcased on the site. December 31, 2018 marked the exciting milestone of one million (1,000,000) unique users visiting the website.

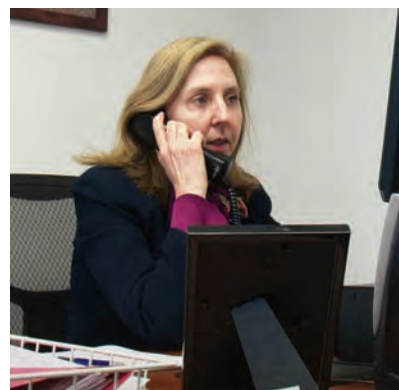
rtor.org FY19 Results

- Unique users of the site: 314,863
- Unique visits to the site: 368,208
- Users who are female: 70%
- Users who are 18-35: 50%
- 1,781 requests for personalized service answered by two Resource Specialists

Supported Employment Laurel House uses the evidence-based model of Supported Employment to successfully help clients regain the valued social role of worker. It supports individuals coping with mental illness in securing competitive employment and promoting self-sufficiency. The program provides vocational and clinical supports that enable people traditionally unable to work, to engage in work aligned with their strengths. It also sustains that employment with ongoing support and workshops as needed.



In January, Laurel House was awarded a two-year Mobile Employment Services (MES) grant by DMHAS, dedicated to providing onsite services to individuals in recovery from opioid and substance use disorders living in recovery housing. This program has taken Laurel House's expertise in Supported Employment and mental health recovery to agencies with whom the organization would not regularly collaborate. It has also helped inform Laurel House's understanding of and experience with co-occurring disorder treatment. Laurel House was 1 of 5 organizations in CT selected for the contract.



Denise Vestuti, rtor.org Clinical Director

Thank you to the First Congregational Church of Darien for their generous contribution to help fund the MES Program vehicle.

Thank you to the **New Canaan Community Foundation** and the **Acushnet Fund** for helping fund rtor.org's Young Adult Resource Manager. Thank you to the **Oak Foundation** for providing a significant two-year grant, for the second time, allowing rtor.org to provide an enhanced level of support to underserved populations and locally based families and individuals. Thank you to the **Department of Mental Health and Addiction Services** for awarding a two-year Mobile Employment Services grant to provide onsite employment services to individuals living in recovery homes.



...but being in school has given me stability.”

— Kevin, Supported Education program participant

Creative groups such as the **Artists' Workshop** help to foster a sense of achievement and support talented participants in their work. The **Writers' Workshop** continually yields inspiring essays and poetry year after year from our participants, under the guidance of a skilled volunteer leader.

Groups such as **Wellness Self-Management**, **Navigating Emotions**, and **Self-Esteem** provide participants with information that will enhance their ability to achieve and maintain optimum mental health.

Groups are essential to our participants' overall sense of well-being. They assist participants in improving thought processing, memory and organizational skills. **Skills for Success** offers participants practice in the basic communication skills needed to succeed in work, school and life.

Laurel House volunteers help make a difference in the participant's life by generously donating time, helping with Food Service and preparation, event committees, Supported Education tutoring and specialized Skill Building Workshops.



Each year Laurel House publicly honors one volunteer for his or her outstanding dedication to improving the lives of Laurel House program participants. This past year, Laurel House recognized Kathy Cahill, as its 2019 **Power of One Award** winner. Kathy has been volunteering at Laurel House's Treasure Hunters Thrift Store for the past five years helping organize the clothes, furniture and other items donated to the thrift store.

“I was impressed by how much the other volunteers here really care about the program participants at Laurel House. Like me, I think all the volunteers give their time volunteering, not because they have to, but because they want to, because they really care.”

Kathy Cahill, 2019 Power of One Award winner

August 2018: Indeed Volunteer Day



Thank you to **St. Francis Episcopal Church**, and the **New Canaan Artisans** for providing client financial assistance to program participants in Supported Employment and Supported Education, and to **St. John's Community Foundation** for providing funds to purchase new cookware for individuals living in Laurel House's residential buildings. Thank you **Dolphin Cove Community** for generously donating Shop Rite gift cards, providing free holiday meals to program participants, and to **St. Leo's Parish of Stamford** for purchasing and wrapping over 100 holiday gifts to give to our program participants.



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An Evening with Laurel House

On Saturday, April 27th over 240 guests dined, danced and enjoyed Laurel House, Inc.'s annual fundraiser, *An Evening with Laurel House*, held at the Delamar, Greenwich Harbor. Laurel House, Inc. Board Director, Julie Barrett Andersen of Wilton and Sheilah Smith of Greenwich were the 2019 Event Co-Chairs. Comedian Jane Condon was the Emcee for the evening. Proceeds from the event supported Laurel House's programs and services that help individuals and families achieve and sustain mental health to lead fulfilling lives in the community.



2019 Laurel House Town Champions (L to R)

Paul Reinhardt (New Canaan), Nancy Herling (Darien), Rey Giallongo & Cheryl Palmer (Stamford), Adrienne Singer (Greenwich), Dr. Andrew Gerber (Champion for Recovery)



2019 Champion for Recovery

Andrew J. Gerber, MD, PhD
President and Medical Director of
Silver Hill Hospital



Laurel House, Inc. & Friends of Laurel House, Inc.
Summary Income & Expense For Years Ended June 30

	FY 2019	FY 2018	FY 2017
Revenues:			
Public Funding (State of CT; HUD)	\$1,537,046	\$1,615,161	\$1,673,723
Private & Other Revenue Sources:			
Rent, Thrift Shop, Services, Cafeteria	297,743	296,664	313,774
Private Funding	903,648	1,327,651 ¹	828,792
Total Revenues	2,738,437	3,239,476	2,836,289
Expenses:			
Salaries and Benefits	1,868,568	1,811,146	1,857,169
Operating Expenses	718,175	696,232	595,960
Development & Marketing	111,627	106,973	106,777
Interest	34,296	36,143	37,551
Total Expenses	2,732,666	2,650,494	2,597,457
Change in Net Assets	\$5,771	\$588,982	\$238,832
	% of Revenues	% of Revenues	% of Revenues
Public Funding	56.1%	49.9%	59.7%
Private & Other Revenue Sources:	43.9%	50.1%	40.3%
Sources of Private Funding:			
Individuals	57%	64% ¹	56%
Corporations	7%	7%	7%
Foundations	36%	29%	37%

¹ Includes one-time memorial gift

FY 2019 Services

Laurel House provided services to **860 individuals**.

Social Rehabilitation: 588 individuals received services in: recovery planning, outreach, advocacy, peer support; participated in Writers', Artists', and skill building workshops; dined in the Resource Center Café; and participated in Laurel House wellness programs and events

Thinking Well (Cognitive Remediation): 97 participants; 85% had positive functional outcomes (e.g., job, school); 90% who completed sessions and took post assessment achieved improvement in 4 or more of 6 cognitive domains

Supported Education and Tele-Education Support (TEdS): 96 participants;
67% enrolled in post-secondary education; 61% in Associates; 20% in Bachelors

Supported Employment and Mobile Employment Services at Recovery Houses: 101 participants;
65% competitively employed (jobs not set aside for disabilities); 90% retained jobs at 3 months; 75% at 12 months

Community Support Services and Housing: 103 individuals received community support services and housing

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Mission: Help individuals and families achieve and sustain mental health to lead fulfilling lives

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