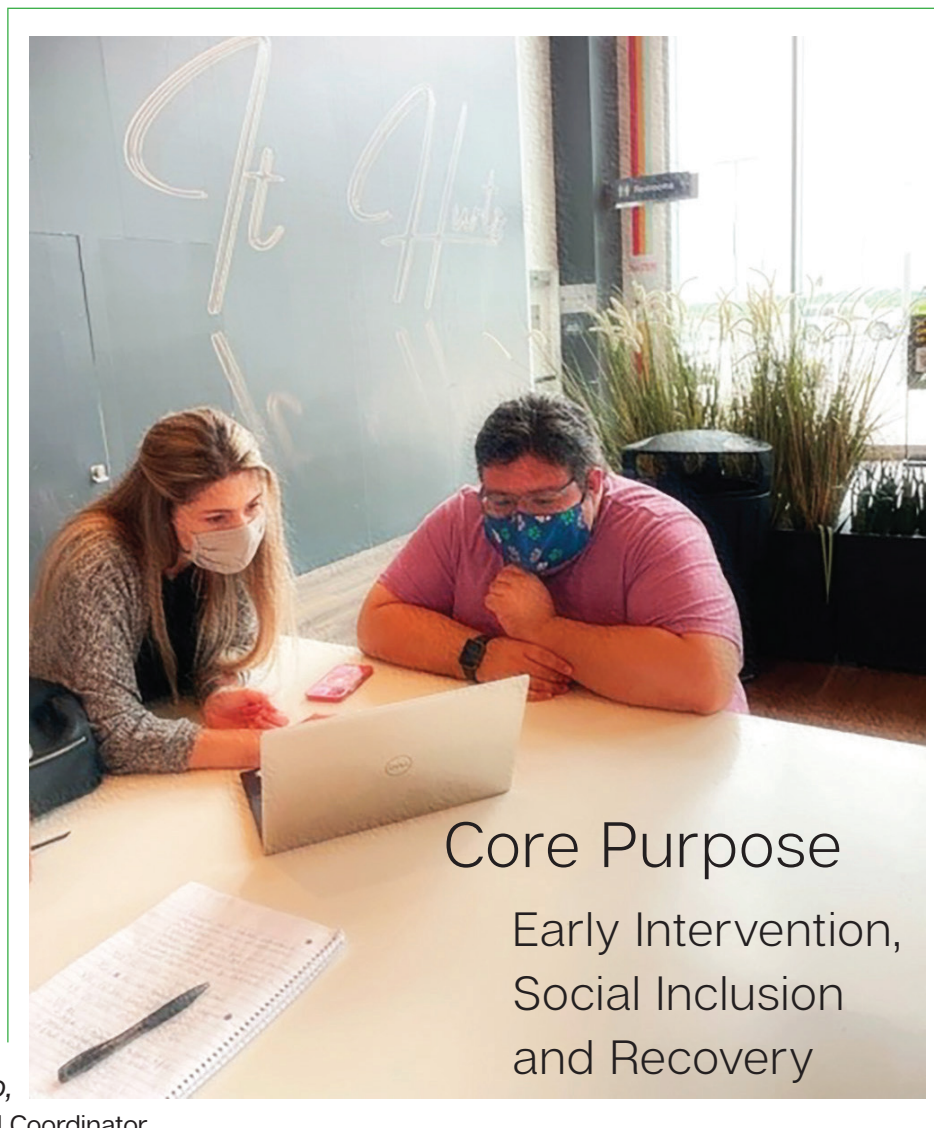
A photograph of an open white door in a room with light wood floors and white walls. The door is open, revealing a bright, empty space beyond it. The text is centered over the door opening.

Our client
services
**were never
interrupted**
by COVID - 19

Laurel House, Inc.
FY 2021 ANNUAL REPORT

Mission

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



Krista Biello,
Thinking Well Coordinator
and Supported Education
Counselor meeting in the
community with a program
participant.

Core Purpose

Early Intervention,
Social Inclusion
and Recovery

Laurel House, Inc. and www.rtor.org are committed to the advancement of racial equity and social justice, and to making mental health services accessible to all.



A Message from our CEO and our Chairman

Thanks to our loyal donors and supporters, we were able to cover the expenses associated with the increased level of service required to meet the needs of isolated and at-risk individuals living with mental illness. We did not have to interrupt our services when we were needed most by our clients, their families and many who were experiencing mental health disorders for the first time.

This was a very rewarding but challenging year of progress, of highs in program outcomes ...

- The increased hours invested in participants in our Supported Education program resulted in 110 students served during the year, with the highest course completion rate achieved in a semester, despite barriers in remote learning and lack of on-campus support.
- We delivered food and medication, provided laptops and secured employment for clients who lost their jobs, while moving all of our workshops and individual support online, in addition to in-person service in the community and at our Resource Center.
- www.rtor.org our free gateway to mental health services, supported by two Resource Specialists who respond to individual requests for service, had 110,000 unique visitors in 30 days and 1.1 million unique visitors in a 12-month period.
- Laurel House participated in a National Institute of Mental Health (NIMH) Cognitive Remediation Research Study, benefitting our Thinking Well program participants and potentially all those with a diagnosis of schizophrenia or schizoaffective disorder.

... And lows in terms of the loss of loved ones:

- We experienced the tragic loss of a much beloved program participant to suicide, despite his years of living successfully in Laurel House Supportive Housing and being actively engaged in our Supported Employment program. This speaks to the quiet desperation many have felt living with COVID - 19 restrictions.
- Sadly, we have helped too many families cope with the loss of their own loved ones, even when there were many signs of progress and hope in their mental health recovery journey.

This only serves to increase our resolve to intervene and help more individuals make a successful transition to engagement in life and to life in the community. Our Counselors are a very special group of clinicians who are energized and gratified by improving lives. They embrace their role in public health and are advocates for our clients, connecting them with medical and psychiatric treatment and helping them to get a vaccination.

Thank you to everyone who has made our work possible and who has supported the level of service needed to help our program participants get and keep jobs, succeed in post-secondary education, cope in a stressful world, and enjoy fulfilling lives in the community.

Linda M. Autore
President and CEO

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

Supported Education

Supported Education assists participants in obtaining post-secondary education, vocational certification or a GED through each step of the application, enrollment and course or degree achievement process. Counselors work with high schools to ensure successful transition of vulnerable students to a path to a vocation and greater self-sufficiency. Where possible the goal is to intervene early to minimize the most debilitating effects of mental health disorders. We are one of only 5 Department of Mental Health and Addiction Services (DMHAS) Supported Education providers in CT.



Tyler Nolan, Supported Education Coordinator, and Supported Education Counselor, Jennifer Sagastume, discuss classes to recommend to client.



Daryl Mohammed, Client Intake Counselor, Jennifer Sagastume, Supported Education Counselor, and Keri Walker, Supported Employment Specialist participate in Community Fund of Darien's September 2020 Mission Possible.

"These are the best services I have received in my entire life; I've been disabled for 20 years."

"The counselors are wonderful . . . They take the time to focus on my treatment, not just my education."



Community Support Services Manager, Brian O'Hare, LCSW and Supported Education and Employment Manager, Pat McGrath, LMSW discuss Recovery Plan for shared client.

Thank you donors whose support has sustained Supported Education: **The Dammann Fund, Inc., Greenwich Department of Human Services, Greenwich United Way Spring Community Investment Process, Noble Charitable Trust, People with Disabilities, Savings Bank of Danbury, St. John's Community Foundation, and Stanley Family Foundation.**

rtor.org Resources to Recover



Jay Boll, LMSW, Laurel House Vice President and Editor in Chief of rtor.org;
Denise Vestuti, LCSW, Clinical Director; Danielle Leblanc, MSW, rtor Resource Specialist.

www.rtor.org is a free gateway website to expert mental health resources. 1,108,957 unique users visited the site in a 12 month period and over 110,000 in 30 days. The online service helps families and individuals connect with 166 Family-Endorsed Providers and last year two Resource Specialists responded by phone and by email to 2,443 individual requests for personalized service.

"I finally can feel hopeful about this process, knowing things can't change overnight but we are heading in the right direction"



Jennifer DaSilva, Corporate Secretary, First County Bank Foundation presents check to members of the rtor and Supported Education teams.

rtor Wrap Around Services for Supported Education Families

For many young students, the role of the family is pivotal in providing encouragement and in understanding the challenges that the student with mental health and social/emotional issues faces. Resource Specialists add their support to that of the Supported Education Counselor for a critical combination of services. They work with families of the students as needed to provide a sounding board and to direct them to specialized therapists or family counseling.

"It is a benefit to have a Counselor who can be in contact with a member of my family."

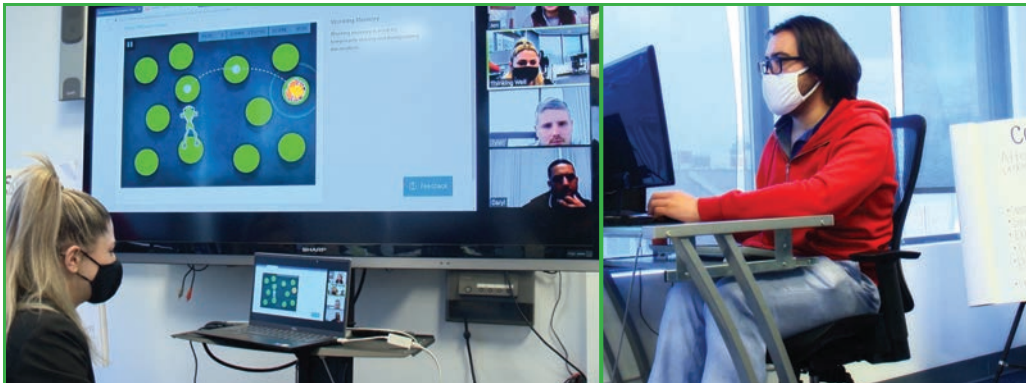


The whole family celebrating achievement of an Associate's Degree.

Thank you to **New Canaan Community Foundation** and to **Oak Foundation** for your support of rtor.org.
Thank you **Community Fund of Darien** and **First County Bank Foundation**, for investing in Supported Education with rtor wrap around services for families.

Thinking Well

Thinking Well is a therapeutic intervention that addresses the long-term cognition impairment associated with mental illness. A pre and post-Assessment identify the cognitive domains that can benefit from improvement as well as the level of improvement achieved after participation in the computer exercises and discussion groups. We are one of only three providers in CT certified in the therapeutic model. Laurel House is collaborating on a four year study with researchers at Columbia University to better personalize the Thinking Well experience for people with schizophrenia spectrum disorders.



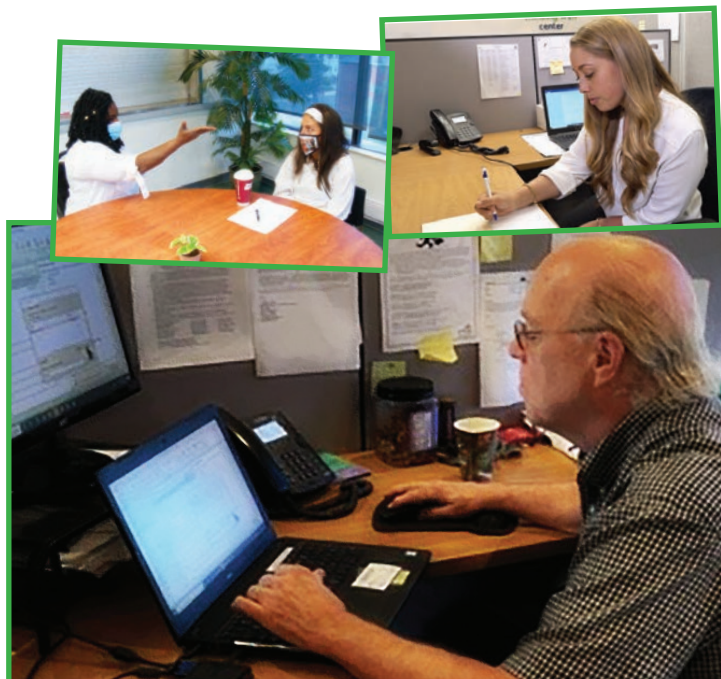
Supported Employment

The demand for Supported Employment services attests to the critical role employment plays in ensuring food, housing, healthcare and a place in the community. In addition to finding employment for program participants, Counselors help them apply for unemployment benefits, get assistance with food and basic necessities, and connect them with medical and psychiatric support. The program uses the evidence-based model created by Dartmouth Psychiatric Research Center to help individuals with mental illness get and keep competitive jobs (not set aside for individuals with disabilities), aligned with their strengths.

Keri Walker, Supported Employment Specialist works with client.

Daria Sullivan, LPCA, Supported Employment Coordinator reviews client outcomes.

Greg Dunn, Mobile Employment Services Specialist.



*"I turned to Thinking Well after **struggling with significant cognitive impairment.***

*The aftermath of a year-long episode of psychosis and mania, followed by severe depression and anxiety continued to impact my cognitive abilities. I found myself getting **more confident and adept at my job** due to this program. I realized improvements with my processing speed, working memory, attention and problem solving.*

*The caring and supportive Laurel House staff are also a **critical component to one's success** in any kind of recovery-oriented program."*

*"One of your employees, Greg Dunn, has been working with a couple of our men here at Noble House. **He goes above and beyond to find these men work.***

*He has a great attitude and a good sense of humor. Our guys are grateful to be working with Greg because he has a genuine desire to see them **move forward in life.** He is an excellent asset to the community; **I wish there were more people like him."***

*Gloria Quintero, CAC,
Noble House/CASA, Inc.
Case Manager*

Thank you **Greenwich United Way** for supporting Thinking Well. Thank you **Greenwich Department of Human Services Special Funding Opportunity for Community Partners** and **People with Disabilities Foundation** for your support of Supported Employment clients.

Community Support Services and Supportive Housing

The Supportive Housing and Community Support Services program provides safe, affordable housing combined with critical support services for independent living, such as Activities of Daily Living (ADLs), case management, goal planning for recovery, and budgeting assistance. The services are delivered in Laurel House owned apartments and in scattered site apartments in the community owned

and managed by other landlords. Counselors fill service voids in the community such as providing food, medication, and masks, filling out renewals for vouchers and subsidies, and scheduling psychiatric and medical appointments to prevent relapses and hospitalizations.



Community Support Services and Supportive Housing Team



Jennifer Sagastume, Supported Education Counselor, leads Supportive Housing program participants on a Wellness Walk at Scalzi Park.



Counselors prepare meals and supplies to deliver to clients at their homes in the community.

"I would be lost without the services I receive at Laurel House."

"I appreciate the efforts that Laurel House has made to assist me in my recovery"



Generous annual donations from St. Leo's Church, Diddel & Diddel, LLC and Dolphin Cove Community

Thank you donors whose support has sustained Community Support Services and Supportive Housing: **Diddel & Diddel, LLC, Dolphin Cove Community, First Congregational Church of Greenwich Emergency Fund, Max J. and Winnie S. Rosenshein Foundation, Near & Far Aid, New Canaan Community Foundation COVID - 19 Response Fund, Oaklawn Foundation, Rotary Club of New Canaan, St. Leo's Parish of Stamford, and Stamford Rotary Trust Fund.**

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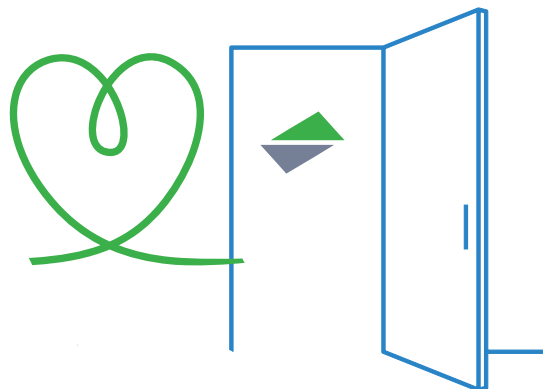
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Our “Virtual Open House” May 18-20, 2021

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**Take a virtual tour of
our Resource Center
in Stamford.**

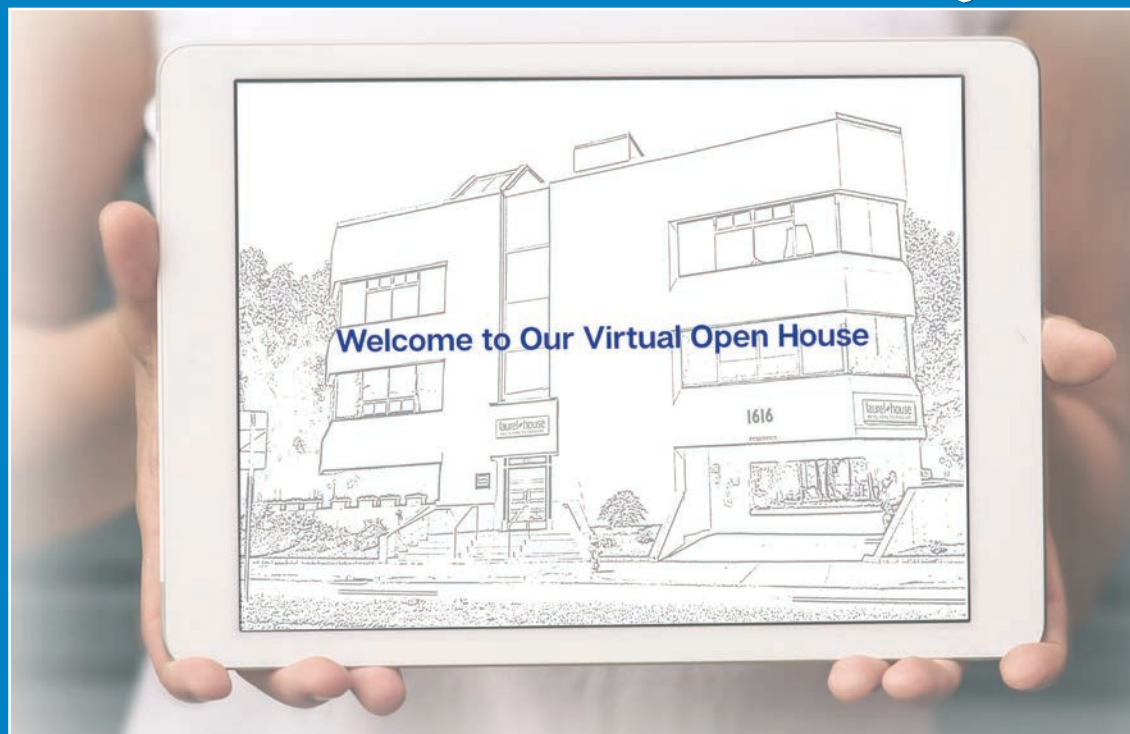
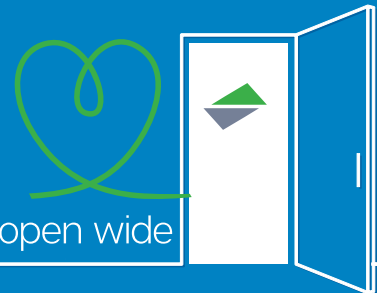
Visit www.laurelhouse.net.

Click on events and scroll
to 2021 Virtual Open House.

It takes just 3 ½ minutes.

You can also view modules
on Supported Employment
and Education, Supportive
Housing, Thinking Well and
rtor.org – all in the voices
of program participants
and Counselors.

our doors and hearts are open wide



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

	FY 2021	FY 2020	FY 2019
Revenues:			
Public Funding (State of CT; HUD)	\$1,553,896	\$1,559,36	\$1,537,046
Private & Other Revenue Sources:			
Rent, Thrift Shop, Services, Cafeteria	228,942	212,806	297,743
Private Funding	827,154	785,553	903,648
Total Revenues	2,609,992 ¹	2,557,719	2,738,437
Expenses:			
Salaries and Benefits	1,824,502	1,924,604	1,868,568
Operating Expenses	622,666	596,289	718,175
Development & Marketing	27,354	49,272	111,627
Interest	35,657	35,220	34,296
Total Expenses	2,510,179	2,605,385	2,732,666
Change in Net Assets	\$99,813	\$(47,666)	\$5,771
	% of Revenues	% of Revenues	% of Revenues
Public Funding	59.5%	60.8%	56.1%
Private & Other Revenue Sources:	40.5%	39.2%	43.9%
Sources of Private Funding:			
Individuals	40%	38%	57%
Corporations	6%	10%	7%
Foundations	54%	52%	36%

¹Total Revenue does not include \$313,700 in Paycheck Protection Program forgiven loan.

FY 2021 SERVICES

Laurel House provided services to **850 individuals**.

Social Rehabilitation: 590 individuals received services in: recovery planning, outreach, advocacy, peer support; participated in Writers', Artists', and skill building workshops; received meals delivered to their homes; and participated in Laurel House wellness programs.

Thinking Well (Cognitive Remediation): 73 participants; 92% who completed sessions and took post-assessment achieved improvement in 2 or more of 5 cognitive domains and 67% in 3 or more domains. 10 clients participated in an NIMH (National Institute of Mental Health) Cognitive Research Study.

Supported Education: 110 participants; 15% enrolled in Associates; 36% in Bachelors; 16% in Vocational; 6% in GED; 2% in Masters; 21% in High School; and 4% applying to programs.

Supported Employment: served 106 participants with 69% competitively employed (60% remained employed at 12 months), and Mobile Employment Services provided on site at Recovery Houses.

Community Support Services and Supportive Housing: 86 individuals received case management; coaching for Activities of Daily Living, budgeting and goal planning; and access to safe, affordable housing.

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