



Laurel House, Inc. FY 2022 Annual Report



...but our clients **flourish** because of your support.

A Message from our CEO and our Chairman

Dear Laurel House families, friends, and supporters,

On behalf of all the program participants we serve and the families we assist, **thank you** for your part in their renewed **hope and confidence**, at every stage of their recovery journeys. Your generous support and encouragement helped our counselors provide services to 870 individuals and increase our outreach to families and underserved communities.

rtor.org (short for Resources to Recover) welcomed 1,131,068 unique visitors in FY22 to the gateway website to mental health treatment. Our two Resource Specialists responded by phone and email to 1,666 requests for individual response to mental health concerns. A grant from Connecticut Health Foundation which is "dedicated to achieving health equity," was instrumental in the addition of a Diversity Outreach Resource Specialist to our team, to increase access to culturally relevant treatment providers for communities of color.

With your help, we addressed and overcame ongoing COVID variant challenges. The cost to serve our program participants increased due to extra hours needed to respond to: longer term effects of extended isolation; academic gaps with remote learning; and employment interruptions requiring replacement of jobs. We continued meeting individuals in the community and have benefitted from our investment in integrated delivery of services in-person, virtually through video communication, and a combination of both, connecting participants at home with other Laurel House program participants at the Resource Center.

Ever resilient, our team dealt with the setback of significant flooding damage from Hurricane Ida to the first floor of our Supportive Housing apartment building by considering it an opportunity to improve the facility for both tenants and the Supportive Housing team. Fortunately, our insurance covered all of the remediation and replacement of the participant community room (where our Artists' Workshops are held), the tenant laundry room, and the Operations and Housing offices.

We are proud that we competed for and won a Department of Mental Health and Addiction Services (DMHAS) RFP that increases our staffing by two Supported Employment Specialists, growing the team to 4.5 FTEs, allowing us to serve an additional 40 clients at any point in time who are seeking employment.

The Resource Center's third floor was able to be upgraded with \$70,000 in funding from the American Rescue Plan by converting the café and kitchen, which is no longer used, to larger, safely spaced, workshop areas with audio-visual equipment to serve more clients.

Thank you again for your support of our team and your commitment to mental health recovery!

Linda M. Autore President and CEO Kenneth A. DellaRocco, Esq. Chairman, Board of Directors

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Supported Education and the use of rtor.org Wraparound Services for Families



Supported Education Team: Samia Malik, Jennifer Piro, Mgr. Tyler Nolan, LMSW, Jennifer Sagastume, Krista Biello, MSW

An evidence-based program, Supported Education assisted 110 participants in every step of the process through course, degree or certification completion: choosing a post-secondary school, vocational certification or GED program, applying for admission and financial aid, selecting and enrolling in classes, and accessing on-campus disability support services.

Counselors help students identify resources, create time schedules, and develop coping skills to meet academic, social and emotional demands. Laurel House is one of only five contractors to the Department of Mental Health and Addiction Services for Supported Education. Private funding allowed Laurel House to serve twice the number of clients that public funding alone would have.

Donations also funded a critical combination of services—Supported Education with wraparound services from the rtor.org clinicians for the families of Supported Education program participants. Resource Specialists work with families of the students to provide a sounding board and/or direct them to specialized therapists or family counseling, or to a new treatment provider for their child as needed.

Supported Employment and Mobile Employment Services

Laurel House served 112 participants, with vocational and clinical supports that help individuals gain competitive employment, aligned with their strengths. The program uses the evidence-based practice developed at the Dartmouth Psychiatric Research Center. 62% achieved competitive employment (jobs not set aside for people with disabilities) during the fiscal year and 58% sustained employment for 12 months or greater.

Laurel House also provides Mobile Employment Services (MES) onsite to an additional 35 individuals in recovery from opioid and substance use disorders living in recovery housing. We are one of only five providers in Connecticut.



Employment Specialists Lisa Shapiro, LMSW, and Keri Walker, MSW, meet with a client to discuss her experience on the job.

Thank you for funding Supported Education: Greenwich Dept. of Human Services; Greenwich United Way; John H. & Ethel G. Noble Charitable Trust; People with Disabilities Foundation; Savings Bank of Danbury; Stanley Family Foundation; The Oaklawn Foundation; and Tudor Foundation. Thank you for funding Supported Education with Wraparound rtor services to: The Community Fund of Darien; Fairfield County's Community Foundation; First County Bank Foundation, Inc.; Near & Far Aid Association, Inc.; New Canaan Community Foundation; and Pitney Bowes Foundation. Thank you Rotary Club of New Canaan for financial assistance to Supported Education clients. Thank you People with Disabilities Foundation for your funding of the Supported Employment program.

rtor.org Resources to Recover

www.rtor.org (short for Resources to Recover) is a free online service that helps families and individuals affected by mental health concerns connect with expert treatment and services. Resource Specialists respond by phone and email to individual requests for personalized service. rtor.org promotes positive lifetime outcomes for people living with mental illness by building on the natural strengths and expertise of families.

Despite the availability of effective treatments, there are often long delays between the first onset of mental health disorders and the beginning of seeking and receiving treatment. rtor.org shortens that cycle of discovery and promotes early intervention to minimize the most debilitating effects of mental illness.



VP and rtor.org Editor in Chief, Jay Boll, LMSW and Clinical Director, Denise Vestuti, LCSW, strategize about a case



There were 1,131,068 unique visitors to the site in a 12 month period. 1,666 requests for personalized help were responded to by two Resource Specialists in the same period. A Directory of 169 vetted, Family-Endorsed Providers are showcased on rtor.org. Multiple blogs per week provide valuable information and perspectives on challenges facing individuals living with mental health and co-occurring disorders, as well as possible treatments.

While rtor.org has national and international reach, Laurel House has added features and focus to the site to provide more assistance and have a greater impact in the local communities where Laurel House and Resources to Recover are based and supported by our donors and by Foundation grants. "Close to Home: The Fairfield County Mental Health Blog" connects with local families and individuals. If the individual who is seeking personalized help from a Resource Specialist is within Laurel House's catchment area for evidence-based programs such as Supported Education, Supported Employment and Thinking Well, the Resource Specialist makes the family aware of programs for which their loved one may qualify.

To increase access to mental health services by communities of color in Fairfield County, Laurel House and rtor.org began a targeted outreach campaign in February 2022 via social media, email marketing, and print in selected communities, with the help and expertise of Hearst Media. Monthly outcomes reporting demonstrates that the campaign is effective in increasing underserved communities' visibility to our services and in prompting requests for help. As we gain more insight from the response in various communities we continue to adapt our messaging to increase our effectiveness of outreach and the number of requests for help from underserved communities.

Thank you to Connecticut Health Foundation for your support of rtor.org's Diversity Outreach Support Specialist position. Thank you to Max J. and Winnie S. Rosenshein Foundation, Inc. and Oak Foundation for your support of the rtor.org program and operation.

Skill Building to Improve Quality of Life

Laurel House is one of only three providers in CT, and the only one in Fairfield County, that offers Cognitive Remediation which we call Thinking Well. Many of the adverse outcomes associated with mental illness, such as the inability to hold a job, homelessness, or social isolation, can be traced to cognitive impairment. Thinking Well focuses on: attention; working memory; verbal learning; reasoning and problem solving; and processing speed.



Krista Biello, MSW, Thinking Well Coordinator and Supported Education Counselor monitors client's progress.

The goal of Thinking Well is to improve quality of life, increase selfconfidence, and to help people living with a mental health disorder become more participative members in their local communities. Supported Education counselors are trained and certified in this therapeutic intervention developed by thought leaders in Neuroscience and Psychiatric Rehabilitation.

A pre and a post-Assessment identify the cognitive domains that can benefit from improvement and level of improvement achieved. 73 participants benefitted from Thinking Well in FY22. 95% who completed the sessions and took a post-Assessment improved in at least one of five domains, 70% in three domains, 50% in four of five, and 5% in all domains. Thinking Well sessions can be delivered remotely and are also available onsite at high school and college campuses.

Supportive Housing and Community Support Services

76 participants received critical support services and safe, affordable housing in Laurel House apartments and in scattered site apartments in the community where Laurel House is not the landlord. Clients are able to sustain independent living with the help of case management for recovery planning, Activities of Daily Living (ADLs), budgeting, and social engagement. Counselors monitor clients' physical health and nutrition and ensure access to appropriate and timely care. Participants also benefit from numerous wellness and social rehabilitation support groups, learning coping skills and problem solving, and staying committed to recovery.



Laurel House's Supportive Housing apartment building's first floor sustained significant flood damage from Hurricane Ida, 9/01/21.

Thank you for support of our Housing residents and Community Support Services team: First Congregational Church of Greenwich (replacement of clients' personal items lost in flooding); New Canaan Artisans (COVID-19 client expenses); St. Francis Episcopal Church and St. John's Community Foundation (Community Support Services); Tudor Foundation (funding for case management); Diddel & Diddel, LLC, Dolphin Cove Community, and St. Leo's Parish of Stamford for food and gift cards for our neediest clients in the community.

Engaging in the Community

rtor.org and Laurel House staff are committed to advancement of racial equity and social justice, and to making mental health services accessible to all. We have expanded the reach of programs to underserved communities. We meet program participants and their families where they live, go to school, and work, and we collaborate with local organizations and Houses of Worship to touch those in need.







Daryl Mohammed, Client Intake & Provider Outreach Counselor, helps referring clinician enroll her patient.

Linda Autore with Liam Lonegan, Ass't Artistic Director Westport Country Playhouse, following Next to Normal performance on April 22nd

Danielle LeBlanc, MSW, Diversity Outreach Resource Specialist, finds therapist for caller.

Social Work Racial Equity Scholarship Award Winners

May 2022, Laurel House and Resources to Recover promoted the offering of the first \$10,000 Social Work Racial Equity Scholarship to be presented annually. The goals of the Scholarship are to cultivate more Black and Hispanic social workers committed to social change and to increase access to culturally relevant mental health care treatment for communities of color. Of the many Black and Hispanic social work students who applied this year, three met the highest standards for academic excellence, work and volunteer experience, and commitment in their future careers as social workers to serving communities of color in Connecticut.



Diamond Wallen Winner of the \$10,000 Scholarship Diamond is a second-year student in the Master of Social Work program at the University of Saint Joseph in Hartford.

Pedro Silva

First Runner-up and winner of a \$1,000 cash award Pedro is a student at Quinnipiac University School of Social Work.

Jessica Lewis Second Runner-up and winner of a \$500 cash award Jessica is a second-year student at the School of Social Work of the University of Connecticut.

Thank you to our Donors

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An Evening with Laurel House

On Saturday, April 30th nearly 200 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, Susan Marks of Darien and Christine M. Biddle, Resources to Recover Advisory Board Director, of Pound Ridge were Event Co-Chairs. Proceeds from the event support rtor.org and Laurel House programs and services that help individuals and families achieve and sustain mental health to lead fulfilling lives in the community.



2022 Champion for Recovery Tichianaa Armah, MD Chief Psychiatry Officer, VP of Behavioral Health Community Health Center, Inc.

2022 Laurel House Town Champions (L to R) Shelly Skoglund (Darien), David Rabin (Greenwich), Trey Laird (New Canaan), Mayor Caroline Simmons (Stamford)



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

	FY 2022	FY 2021	FY 2020
Revenues:	¢1050000	¢1 FF0 000	¢1 550 000
Public Funding (State of CT; HUD) Private & Other Revenue Sources:	\$1,652,062	\$1,553,896	\$1,559,360
Rent, Thrift Store, Services, Cafeteria	192,203	228,942	212,806
Private Funding	1,082,034	827,154	785,553
Total Revenues	2,926,299 ¹	2,609,992 ²	2,557,719
Expenses:	1,923,226	1,824,502	1,924,604
Salaries and Benefits	661,192	622,666	596,289
Operating Expenses	98,600	27,354	49,272
Development & Marketing Interest	20,738	35,657	35,220
Total Expenses	2,703,756	2,510,179	2,605,385
Change in Net Assets	\$222,543	\$99,813	\$(47,666)
	% of Revenues	% of Revenues	% of Revenues
Public Funding:	56.5%	59.5%	60.8%
Private & Other Revenue Sources:	43.5%	40.5%	39.2%
Sources of Private Funding:			
Individuals	52%	40%	38%
Corporations	5%	6%	10%
Foundations	43%	54%	52%

¹ Total Revenue does not include \$511,842 gain from the sale of 4 Washington Ct. duplex

² Total Revenue does not include \$313,700 in Paycheck Protection Program forgiven loan.

FY 2022 Services

Laurel House provided services to 870 individuals.

rtor.org had 1,131,068 unique visitors and 1,666 requests for help were responded to by Resource Specialists.

Social Rehabilitation: 739 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; 95% who completed sessions and took post-assessment achieved improvement in at least 1 of 5 cognitive domains. 70% improved in 3 domains. 50% improved in 4 of 5 cognitive domains and 5% improved in all domains.

Supported Education: 110 participants; 24% enrolled in Associates; 33% in Bachelors; 20% in Vocational Certification; 5% in GED; 4% in Masters; 5% in High School; and 9% were applying to programs.

Supported Employment: 112 participants with 62% competitively employed (58% remained employed at 12 months); Mobile Employment Services (MES) provided onsite services to an additional 35 individuals at Recovery Houses.

Community Support Services and Supportive Housing: 76 individuals received case management; coaching for activities of Daily Living, budgeting and goal planning; and access to safe, affordable housing.

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



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