



HELP AND HOPE

Overcoming Addiction



Mission

To provide HELP and instill HOPE for individuals, families and organizations working to overcome and prevent addictions, co-occurring disorders and associated problems.

Vision

To be the premier prevention and treatment organization in Connecticut by providing state-of-the-art programs designed to achieve measureable results that bring value to customers and partners who are addressing substance and co-existing mental health disorders.

Dear Friends,

Our achievements and growth during the past year have helped to fuel our mission of providing *Help* and *Hope* in overcoming addiction to a growing population.



I would like to thank you, our stakeholders and supporters, for your commitment to MCCA during this past year – a year of unprecedented growth.

Whether you are a client or family member, a funder or payer, a donor or supporter, or a referent – our accountability to you is paramount. Without you, MCCA would not exist. Our team, comprised of myself, our managers and our entire staff, take great pride in delivering quality care, positive results and value to each of you and the communities we serve.

Expansion of McDonough House and our Detoxification Program this past year has enabled us to accommodate additional clients, while our three new outpatient clinics brought addiction treatment services to new communities. In Kent, we opened Trinity Glen for Women.

Being recognized for outstanding services is a source of great pride for MCCA. This year we received a three-year accreditation from CARF, and we were one of the highest-rated large behavioral health providers in Connecticut in the DMHAS client satisfaction survey.

As our health care system evolves, we strive to stay current. Partnering with Access Health CT, MCCA has five assisters helping clients acquire health insurance. Moving into 2014, we look forward to adding smoking cessation to our menu of services with the assistance of funding awarded by the Department of Public Health.

As you review the details of this annual report, I hope that you will be as pleased with our accomplishments as we have been honored to serve you.

Sincerely,

A handwritten signature in black ink, appearing to read "Joseph J. Sullivan".

Joseph J. Sullivan, LCSW
President and CEO

Growth & Expansion

When MCCA opened its doors in 1972, a staff of three served about 100 clients in its first year of operation. Today MCCA employs more than 200 caring individuals and provides treatment, recovery supports and case management services to just under 7,000 clients.



During the past year MCCA continued to grow by responding to the growing needs of the communities we serve. Our three new treatment programs in Torrington, Derby and New Haven have enabled us to offer outpatient services to a wider community.

MCCA was also pleased to open Trinity Glen Women's Program this year. Located in the serene hills of Kent, this long-term residential facility provides a restorative, healing environment for women in recovery from chronic addiction.

In January 2013, MCCA took ownership of Vet House II. Located in Danbury, this facility is designed to address the needs of homeless veterans and their families.



EXPANSION

- Kent – Trinity Glen Women's Program
- Vet House II
- New Haven Outpatient
- Derby Outpatient
- Torrington Outpatient

Our Facilities



Compassionate Staff – Comprehensive Services

At MCCA our highly qualified staff are trained to treat addiction and behavioral health disorders. And while many of our counselors hold advanced degrees, the cornerstone of our work lies in the compassion and care that they bring to their profession.



“Relapse prevention and family therapy was an experience I will always remember. It was the first time I opened up and really learned about my addiction. My counselor was so important to my recovery – she loves her job and it shows.” — JOHN



TREATMENT

- Detox and Evaluation
- Residential Treatment
 - McDONOUGH HOUSE – *intensive treatment program*
 - TRINITY GLEN WOMEN'S PROGRAM – *long-term treatment*
 - TRINITY GLEN MEN'S PROGRAM – *long-term treatment*
 - GAMBLING PROGRAM
- Outpatient Treatment – offered at seven locations in western Connecticut

SERVICES

- Intervention Services
- Family Services
 - FAMILY NIGHT
 - MOMMY & ME
 - HOW TO COPE
- Services for Older Adults
- Latino Outreach

SUPPORTIVE HOUSING

- Sunrise Terrace – *transitional housing*
- Sobering Center – *short-term therapeutic shelter*
- Vet House I, II – *supportive housing for veterans*
- New Dawn – *a therapeutic group home for young women*

PROGRAMS

- Bettor Choice Gambling Program
- Impaired Driver DUI/DWI
- Women's Program
- Employee Assistance Program



Services for Families

“Studies show that when families are supported and educated, recovery is stronger and more effective.”



How to Cope

In March of 2013 we launched *How to Cope* – a unique program that provides support and direction for change for families impacted by a loved one's addiction. Through the process of understanding the disease of addiction and constructing a personal plan of action, participants begin to restore balance to their lives. To date, close to 100 families in western Connecticut have benefited from *How to Cope*.



“We were scared and embarrassed and there is the element of blame. How to Cope really drove home that our son is responsible for his decisions.” — KIM

Recovery Is a Family Process

David and Kim were participating in *How to Cope* after their son Sam returned home from a rehab facility in California. Sam was 25 and had been in treatment for heroin addiction. The timing turned out to be fortuitous; towards the end of the seven-session course, Sam relapsed and his parents were in crisis mode.

The support and guidance they received from their counselor was critical. “I don’t think we could have survived without this program, it was truly a turning point for all of us,” said Dave. The physical and emotional stress that families experience when a loved one is dealing with addiction can be overwhelming. Kim felt it was particularly helpful in alleviating some of the stress in their marriage.

“I really think that having a child with a serious addiction can destroy a marriage,” Kim said. “We have a strong marriage but this program really helped us.”

How to Cope helps family members understand how critical it is to take care of themselves and let go of the feelings of shame and guilt. For Dave this was particularly difficult. “You don’t want your kids to struggle and there’s nothing I wouldn’t do for him...but this program showed me that he had to do this for himself.” Sam entered treatment at McDonough House shortly after his parents completed *How to Cope* and has been in recovery for over a year.



Stories of Hope

“I went to detox 15 times. Fifteen times I tried and 15 times I failed.”

While every recovery story has its own unique narrative, there is usually a common thread; lasting recovery is seldom achieved on the first try. Getting sober and staying sober requires tenacity and a strong desire to overcome one's addiction.

Steve's story is no exception. A Danbury native, Steve's life took a major turn at the age of 10 when his folks split up. The second child in a family of three boys, he recalled, “We had the white picket fence, we were all doing pretty well in school. But after the divorce, my mom got involved with an alcoholic and it was all down hill from there.”

Things continued to deteriorate over the next couple of years; life was stressful and money was tight. Steve watched as his older brother took to the streets to escape the chaotic and unstable family environment. By the time he was 16, Steve was ready to follow in his brother's footsteps.

For a period of time, life was seemingly good until the disease of addiction began to take hold. His drug of choice – alcohol. “I had money and no responsibility, and I had time to drink. It was the worst thing for me – nobody could tell me anything.”

“I was never going to do heroin, I was too smart for that. But it sucks you in.”

Gradually he found his way to heroin. The downward spiral escalated as he crashed one car after another, had major run-ins with the law and eventually ended up with no money, no job and no skills.

“At 27 I was scared. I had been in and out of jail and rehab numerous times and was living on the streets of Danbury,” Steve admitted. Burnt out from his addiction, family and friends had abandoned him. Within a short period of time he overdosed twice on heroin, and to this day, is amazed that he survived.

Steve eventually landed at MCCA where he began his long road to recovery. “I went to detox 15 times. Fifteen times I tried and 15 times I failed.” After so many failed attempts to stay clean, he looked around at the people who were getting better and thought, “If they can do it, I can do it.” He recalled what a struggle every moment was in the beginning, “It really was minute by minute. But little by little, a moment at a time, I started to get better.”

Steve credits the strong support of his counselor at McDonough House for helping him believe he could beat his addiction. “My counselor helped me tremendously. I could relate to him, he knew every single feeling I was having and he had a solution to help me move beyond it.”

He took advantage of nearly every program MCCA offers – detox, inpatient treatment at McDonough House, Sunrise Terrace, intensive outpatient, relapse prevention and individual counseling. While Steve was at Sunrise Terrace – MCCA's supportive housing – he went back to St. John's University to finish his education. In three and half years, he earned his undergraduate degree and a Master of Science in Taxation. Today Steve is the owner of a successful painting and roofing company, with a young family of his own.

He is thankful to MCCA for leading him to sobriety.

“I felt ready but scared, and I gave back a lot. I spoke at rehab, I kept giving back. I didn’t want to leave MCCA because they had given me sobriety and for that I will always be grateful.”



COMMITMENT TO QUALITY - Our Clients Tell the Story

Last year alone we delivered services to close to 7,000 individuals. We are proud to be the largest provider of behavioral healthcare treatment, substance abuse prevention, and case management services in western and southern Connecticut; however, our greatest achievement is superior customer satisfaction.



In 2013 MCCA was among the highest-ranking substance abuse facilities in Connecticut in a consumer survey conducted by the Department of Mental Health and Addiction Services (DMHAS).

Over the past ten years MCCA has received accolades from DMHAS for consistently being the highest-rated large behavioral health provider.



“Everyone we reached out to at MCCA was so responsive. Anytime we’ve had an issue, a question, a concern, everyone was very accommodating.” — ELLEN



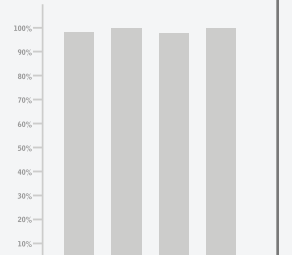
100%
GENERAL
SATISFACTION



100%
RECOVERY



100%
QUALITY &
APPROPRIATENESS



2013

In the 2013 DMHAS Client Satisfaction Survey, MCCA scored just under 99% in one category and 100% in the remaining six categories:



100%
PARTICIPATION
IN TREATMENT



100%
ACCESS

100%
OUTCOME



98.88%
RESPECT

CARF Accreditation

MCCA is one of the few agencies in the State of Connecticut accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).

This accreditation signals a service provider's commitment to continually improving services, encouraging feedback and serving the community.

Collaboration – Research

MCCA is dedicated to improving recovery from addiction by collaborating with other centers in conducting clinical research. Over the past ten years we have participated in a number of clinical trials sponsored by the National Institute on Drug Abuse (NIDA). Currently, MCCA is one of five sites in Connecticut participating in a NIDA study initiated by Yale University on Motivational Interviewing.

Community Recovery Fund

Addiction is a devastating disease that affects people of all socio-economic levels. Lacking the resources to get help should never be an obstacle to recovery.

This year MCCA established the *Community Recovery Fund* to help family members and their loved ones who are dealing with addiction. When individuals are able to turn their lives around, it strengthens families and improves communities.



Prevention

Our full-time Director of Prevention works in partnership with Stand Together Make a Difference, Danbury's local prevention council. One of their many initiatives this year was a major campaign to reduce underage drinking in Danbury – StandTogetherDanbury.org – a city-wide initiative to raise awareness of the dangers of underage drinking.

Acknowledgments

We gratefully appreciate and acknowledge the support extended to us by the City of Danbury, the Town of Ridgefield, the Department of Mental Health and Addiction Services, the Court Support Services Division, the Connecticut Housing Finance Authority, the Veteran's Administration, and the Department of Children and Families.

THANK YOU

Our Generous Contributors

UNION SAVINGS BANK

RUDY L. RUGGLES, JR.

THE BUCK FOUNDATION

RUGGLES FAMILY FOUNDATION

UNITED WAY

Financial Highlights – By the Numbers

By being strong and financially stable, we are able to make a greater impact. In addition to our strong clinical side, our experienced administrative and billing staff, centrally located in Danbury, provides efficiencies of scale.

STATEMENT OF ACTIVITIES

REVENUES	FY 2012/13
Grants and Financial Assistance	\$3,882,673
Fee for Service	6,338,390
Contract Services	288,023
Rental Income	193,445
Contributions & Fundraising	75,626
Other Income	8,370
Total Revenues	\$10,786,527
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EXPENSES	
Salaries	\$5,808,719
Payroll Taxes and Fringe Benefits	1,439,223
Contracted Services	527,314
Travel and Auto	80,992
Conferences, Education, and Training	20,174
Materials and Supplies	240,162
Marketing	23,191
Technology	140,598
Occupancy	528,512
Maintenance and Repairs	184,887
Telephone	85,526
Insurance	143,334
Legal and Accounting	83,086
Interest	155,625
Client Expenses	551,312
Depreciation and Amortization	321,995
Other expenses	131,483
Total Expenses	\$10,467,733
NET INCOME	\$ 319,394



Our Board of Directors

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**Photos are of client's murals at the Sobering Center in Danbury.*

WHERE HOPE

Restores Lives



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