



ANNUAL REPORT 2024

2024 Annual Report

Our Mission

The Mission of Continuum of Care is to enable people who are challenged with mental illnesses, intellectual/developmental disabilities (including Autism), homelessness, and/or struggling with addiction to rebuild a meaningful life and thrive in the community.

Our Vision

To be a leader of innovative support services, striving for excellence in empowering individuals to feel valued in their community and reach their highest potential.

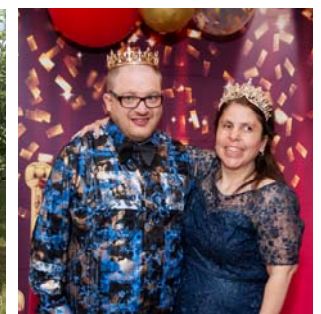
About Continuum

Since 1966, Continuum of Care, Inc. has been a leading nonprofit organization serving adults diagnosed with mental illness such as severe depression, schizophrenia, bipolar disorder, obsessive compulsive disorder, post-traumatic stress, and borderline personality disorders, as well as substance disorders.

Continuum also serves adults with severe developmental and intellectual disabilities (such as Autism, acquired brain injury, or seizure disorders).

With more than 60 properties (such as group homes, supported living arrangements, and crisis centers located around the State of Connecticut), Continuum is one of the largest community housing providers in the state for people diagnosed with mental illness, developmental disabilities, and/or substance disorders and serves more than 2,500 individuals annually.

Continuum of Care has been rebuilding lives for 59 years. In the process, families have been reunited and strengthened, communities have significantly improved, taxpayers have saved millions of dollars, and demand for our high quality expertise and services has grown exponentially.



Continuum's model for supporting individuals with mental illnesses, and developmental disabilities, addiction, or homelessness is a proven approach with viable outcomes for individuals who might have never had the chance to feel a sense of selfworth, personal pride, and social involvement. We are leaders in our field.

Reflections on FY24

Dear Friends,

Fiscal Year 2024 demonstrated Continuum of Care's unwavering strength as both a high-caliber service provider and an innovative leader in supporting some of our most vulnerable community members.

I am deeply humbled by our dedicated and compassionate staff, whose commitment to serving individuals with complex challenges is truly inspiring. Whether addressing co-occurring illnesses, chronic homelessness, suicidal ideation, psychosis, or substance use disorders, our team continuously seeks to expand their knowledge to maximize their impact. Their expertise in handling even the most intricate situations is evident - last year alone, they collectively completed 32,000 hours of training to enhance their ability to provide the highest quality care.



The true measure of our success lies in the progress and satisfaction of those we serve. Across all programs, we witness life-changing transformations - clients recovering from crisis, securing vital support, transitioning out of homelessness, developing new life skills, and reclaiming their place in the community. These success stories define our mission. Moreover, our commitment to excellence is reflected in client feedback, with a remarkable 91% overall satisfaction rate in key areas such as service accessibility, engagement, quality outcomes, and respect.

In our ongoing efforts to expand and improve services, Continuum has strengthened its emergency response system to provide effective alternatives to hospitalization and pathways into residential or supportive housing. While we have operated crisis and respite residential programs for over 30 years, we have now expanded our reach through mobile crisis intervention with our COMPASS Team and the newly launched 23-hour crisis center, REST. Additionally, we are revolutionizing homeless services by integrating mental health treatment, case management, and housing placement to provide a more holistic approach to care.

Fiscal Year 2024 also marked a significant milestone with the retirement of Patti Walker, Continuum's CEO of 41 years. Her departure leaves an enduring legacy of growth, leadership, and unwavering commitment to service—one that has profoundly shaped our organization and the lives of those we serve. Patti's impact is immeasurable, and while she will be deeply missed, we are profoundly grateful for the strong foundation she built. Her visionary leadership has empowered countless individuals to not only live, but thrive in the community; and her dedication will continue to inspire our mission for years to come.

As we move forward strategically over the next three years, we're focusing on the following areas: 1) enhancing staffing through talent acquisition and retention; 2) enhancing effective communication; 3) strengthening our infrastructure through use of technology and best practices; and 4) continued growth and opportunities addressing the unmet needs of our community. We remain steadfast in our mission - advancing innovative solutions, strengthening our services, and transforming lives, none of which would be possible without the help of all of our supporters.

Jim Farrales

James Farrales, LCSW, ACSW, President & CEO

Financial Review

July 1, 2023 — June 30, 2024

A SPECIAL THANK YOU TO OUR PARTNERS:

Connecticut Dept.
of Mental Health
and Addiction
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Connecticut Dept. of
Disability
Services

Connecticut Dept. of
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Connecticut Dept. of
Housing

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Continuum of Care, Inc.

Consolidated Statement of Financial Position

(Extracted from annual audited financial statements)

	As of	
	06/30/2024	06/30/2023
Assets		
Current Assets	\$ 8,700,769	\$ 9,713,146
Long Term Assets	41,029,519	38,200,100
Total Assets	49,730,288	47,913,246
Liabilities & Net Assets		
Current Liabilities	6,666,569	6,103,192
Long-Term Liabilities	7,929,212	8,888,047
Total Liabilities	14,595,781	14,991,239
Net Assets	35,134,507	32,922,007
Total Liabilities & Net Assets	\$ 49,730,288	\$ 47,913,246

Continuum of Care, Inc.

Consolidated Statement of Activities

	12 Months Ended	
	06/30/2024	06/30/2023
Revenue and Support		
Government Grants and Contracts	\$ 43,166,336	\$ 37,526,684
Fee for Services	13,883,910	12,924,887
Contributions & Other Grants	1,818,325	2,488,375
Other Support	63,564	53,866
Total Support	58,932,135	52,993,812
Expenses		
Program	49,475,915	43,919,908
Management and General	6,589,360	5,543,666
Fundraising and Marketing	617,013	441,362
Total Expenses	56,682,288	49,904,936
Other Changes in Net Assets	(37,347)	(187,915)
Total Increase in Net Assets *	\$ 2,212,500	\$ 2,900,961
Net Assets—Beginning of Year	32,922,007	\$30,021,046
Net Assets—End of Year	\$ 35,134,507	\$ 32,922,007

* Grants designated for capital improvements

FY24 Accomplishments

Individual Impact and Hope:

With years of careful planning, assessment, and ongoing support, Continuum opened a new program to care for a gentleman who had been institutionalized at Connecticut Valley Hospital for decades. Many, including the hospital staff, believed he could never adapt to life outside of the hospital setting. Some thought he could not survive. The challenge was tremendous, not just in terms of logistics, but in the human element of preparing him for a different environment. Not only did he survive, but he is thriving in an environment that seemed unimaginable to many. This speaks volumes about the impact of our dedicated, person-centered staff.



911 Response:

The Elm City COMPASS Team, operated by Continuum of Care, is now officially integrated into New Haven's 911 dispatch system. This means that when a 911 call involves mental health crises, homelessness, or substance use concerns, dispatchers can directly deploy the COMPASS team to respond or provide assistance. Notably, COMPASS is the only outreach team in Connecticut directly connected to the 911 system, ensuring a specialized, compassionate response for those in need.



Quality:



Continuum has once again achieved a three-year accreditation from CARF International—the highest ranked accreditation an organization can receive. In addition, our Veterans programs received recognition of exemplary conformance from CARF for their level of care and services.

FY24 Accomplishments (Continued)



REST Center:

Continuum opened Connecticut's first crisis stabilization and receiving center for adults with mental health and substance use issues in Fiscal Year 2024. The new Rapid Evaluation, Stabilization, and Treatment (REST) Center offers a 23-hour stay for individuals who need rapid medical and psychiatric assessment, provision of basic needs (food, shower, laundry), and potential discharge to the appropriate treatment center, shelter, or resources needed to move out of the situation that originally brought them to a point of crisis. Individuals are referred from police,

emergency services, mobile crisis, as well as self-referrals.

Transformative Emergency Housing:

Traditionally, homeless shelters provide only a meal and a cot in an open setting and require guests to leave in the morning and may only return if space is available. In contrast, Continuum's Emergency Housing Program (EHP), launched in FY24, is a groundbreaking initiative that offers a hotel-like



environment enabling eligible clients to stay for up to 90 days while receiving comprehensive support to transition to stable housing. It is the first-of-its-kind program in the state offering a place to live temporarily while obtaining critical resources, such as employment assistance, access to treatment programs, sober housing, and help finding affordable apartments. With a capacity to house 100 individuals at a time in private or semi-private rooms, the EHP is poised to assist over 350 people annually, transforming lives by providing shelter, alongside stability and resources necessary to move toward a brighter, more self-sufficient future.

Range of Services

Continuum's residential and wrap-around services help individuals with severe mental illness, intellectual developmental disabilities, homelessness, and/or addiction to live and thrive in the community as fully as possible.

Mental Health

- **Acute Services:**
Provides assessment, stabilization and short-term residential care to individuals experiencing a mental health crisis, forensic transitional services, or for those in need of housing and resources
- **Emergency Housing:**
Non-congregate housing and services to homeless individuals
- **Community Housing:**
Transitional congregate living with 24-hour care and intensive case management
- **Diversion Services:**
Diverts inappropriate nursing home admissions and monitors appropriate placements and discharges
- **Supportive Living:**
A range of supportive assistance, including case management and life skills coaching to individuals living alone or in shared tenant-held leased apartments
- **Emergency & Outreach:**
COMPASS responds to 911 calls when situations involve mental health, substance use, or homelessness.

Intellectual Developmental Disability

- **Individualized Services Program:**
Individualized day and vocational programs with structured routine
- **Continuous Residential Support:**
Provides shared living arrangements for intellectually disabled individuals who may have a coexisting psychiatric disability
- **Community Living Arrangements:**
Offers opportunities to live in personalized home environments located in residential neighborhoods in Hartford and New Haven Counties that are within close proximity to shopping
- **Community Supports:**
Individualized care and services, such as daily living skills building and guidance for more independent living, as well as entertainment, and restaurants
- **Individualized Community Supports:**
Provides structured routine and flexibility for adults and who need one-on-one support within the home.

Recovery Support

- **Continuum Integrative Behavioral Health:**
A clinic for individual and group therapy for people with mental health challenges
- **Wellness Program:**
Teaches holistic, natural practices and offers unique interactive workshops to prevent or treat critical health conditions and set individuals on the path to better overall physical and mental health
- **Recovery Employment Services:**
Trains and employs individuals in recovery so they can live more independently and help others in their recovery. Also helps individuals find housing and supports to rebuild their lives
- **Mental Health Waiver Program:**
Assists individuals with maintaining their homes with support services
- **Community Support/Recovery Pathways:**
Offers mental health and substance use rehabilitation services to achieve and maintain independent functioning.

Impact

A TALE OF TWO VETERANS

Wade's Story: "Only through the PTSD program have I gained the insight to deal with my trauma," Wade, a Veteran, said after looking back on his challenges.

The Department of Veterans Affairs referred Wade to Continuum's Veteran PTSD Program to help him navigate through his mental health crisis due to his traumatic experiences at war. Continuum's case managers helped Wade create and execute a plan for recovery along with building the resources he needed to be successful.

As Wade reflects, "It (Veteran PTSD Program) has provided me a safe place. It provided me the therapy I needed to help me with the symptoms I was experiencing. It has helped me approach my problems differently in a positive way and that has been most helpful. They have all been there to help me and support me. They were trained very well as they also knew when to give me space. The program is very safe and well-structured from top to bottom."

Today Wade is most grateful that he was given the insight he needed into his trauma and was provided with all the tools he needed to deal with everyday occurrences.

JD's Story: The Department of Veteran's Affairs recommended Continuum of Care, Inc. to "JD" because of emotional scars that tormented him since being at war. JD came to Continuum's Veterans Program with severe PTSD and his entire sense of life and living was dwindling.

Together with his case managers, they came up with a plan suited to his needs. Moreover, he was no longer alone. He was being guided by compassionate professionals who showed up for him every day. He was with peers, people who knew and lived what he lived. JD was finally getting the support he needed and was ready to "get to work."

When asked about what the Veterans PTSD Program meant to him he was happy to say that "it helped me get my life back. I was suffering from major depression and it helped me to get back on track and become a better person. The entire team at the VA and Continuum were awesome. They all worked together really well to make sure each veteran has an opportunity to succeed. Everyone provided me a great support system and kept me safe."

Today, JD is thriving. He was able to get his own apartment and feel happiness again. Because of his (success) story and how relatable it is to so many Veterans, JD plans to do volunteer work to help others going through crisis.



With Immense Gratitude

We are deeply grateful to those who have supported Continuum and the clients we serve. Your priceless contributions, partnership, and donations make rebuilding lives possible.

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With Immense Gratitude (Continued)

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(Continued on next page)

With Immense Gratitude (Continued)

To our in-kind donors who donated time, goods or services

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Rosa Rossi Thomas & Family
Total Wine and More
Two Roads Brewery
Robert Urlich
Aulona Velaj
Patti, Jameson, & Alex Walker
Kentrice Ware
Continuum YAS Team

What Our Clients Say



- "I really could not have been placed in a better place. This was a great experience and chapter in my life. I'm so grateful, I really want to thank the entire staff. Thank you so much and I will stay in touch. Love you all!"
- "Staff is excellent!!!"
- "I came here with no idea what to expect and felt very nervous and anxious. Those feelings immediately went away upon my arrival the house was beautiful, clean and inviting feeling."
- "Staff went to the extremes to ensure my safety as well as my emotional state. I am very happy."
- "You Saved My life."



Reasons to Support Continuum of Care

- ⇒ To enable more than 2,500 individuals annually to build meaningful lives with compassion, expertise, and respect
- ⇒ To assist individuals with some of the most complex challenges that other organizations are unable to address or are unwilling to incur risk
- ⇒ To divert thousands of individuals from hospitalization, institutionalization, or homelessness
- ⇒ To facilitate a more solid and sustainable recovery from a psychiatric crisis via a compassionate, supportive environment
- ⇒ To help Veterans dealing with mental health crisis, PTSD, addiction, and other military-related challenges to reconnect and recover
- ⇒ To provide passionate and skilled staff who know how to unlock the door to a better quality of life for persons who otherwise would be locked out
- ⇒ To give hope to families who have nowhere else to turn
- ⇒ **To save and transform lives**



Your Support Is Needed Now More Than Ever

There Are So Many Ways to Give

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THANK YOU FOR HELPING TO REBUILD LIVES

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