The **DMHAS Client Grievance Procedure**, is used by DMHAS state operated and DMHAS funded providers of direct mental health and substance use disorder treatment and recovery services to resolve complaints.

If you have questions about the grievance procedure or if you have a complaint, speak to your provider’s Client Rights Officer or contact a **statewide advocacy organization**.

TTY users and persons with disabilities can use 7-1-1 (Relay Connecticut) to call Client Rights Officers or any other telephone number.

---

### ABILITY BEYOND

**Client Rights Officers**

Glenna Reins, 203-885-6872  
Kate Travis, 203-826-3112  
Michelle Weinstein, 203-739-5996

**PROGRAMS/SITES:**

- Employment Services  
  4 Berkshire Boulevard, Bethel, CT 06801  
  [www.abilitybeyond.org](http://www.abilitybeyond.org)

**Residential Services**

- 888-832-8247  
- Fax: 203-775-8028

### ADVANCED BEHAVIORAL HEALTH, INC. (ABH)

**CRO:** Paul Zakarian, 860-704-6128

The following Supportive Recovery Homes do not use the DMHAS Client Grievance Procedure. Complaints are addressed by ABH:

- A Fortress, Manchester (men)  
- A-CURE,  
- Believe in Me, New Haven, Hamden  
- Community of Hope, Groton  
- Connecticut Alternative Housing  
- Coram Deo, New Britain  
- Evergreen Family Oriented Tree, New Haven  
- Live and Recover, LLC  
- New Horizons Living Center  
- New Life II (men)  
- Perception Programs - Willimantic  
- Prosperity House, New Haven (men)  
- Recovery 12 Solutions, Norwich, Groton, New London  
- Recovery Community  
- Development Corp Noble House (men)  
- Safe Futures, Norwich (women)  
- Sober Solutions, Manchester, East Hartford, Waterbury, Enfield  
- Southeastern Council on Alcoholism and Drug Dependence (SCADD) Liberty House (men)
• Stepping Stone House, Meriden, Middletown
• The Safe House, Willimantic (men)
• Vita Pulita House, (men)

ABH Corporate Office: 213 Court Street, Middletown, CT 06457  www.abhct.com

Certified Sober Living Homes do not use the DMHAS Client Grievance Procedure. Complaints are addressed by either Connecticut Alliance of Recovery Residences (CTARR), www.ctrecoveryresidences.org or the Connecticut Coalition of Recovery Residences (CCORR), www.ccorr.org telephone 860-995-9472.

ADVOCACY UNLIMITED  Region 4
CRO: Patricia Young, 860-549-2435
114 West Main Street, Suite 105
New Britain, CT 06051  860-505-7581
https://advocacyunlimited.org/  Fax: 860-259-5731

APPLIED BEHAVIORAL AND RESEARCH INSTITUTE (ABRI)  Region 1
“HOMES FOR THE BRAVE”
CRO: Ed Bellows, 203-889-8077
655 Park Ave. Bridgeport, CT 06604  203-338-0669
https://www.homesforthebrave.org/

APT FOUNDATION  Region 2
CRO: Bob Freeman, 203-781-4600

PROGRAMS SITES:
• New Haven
• North Haven
• MAT and SUD treatment
• West Haven
• Residential Programs

One Long Wharf Drive, Suite 321, New Haven, CT 06511
www.aptfoundation.org

ARTREACH, INC.  Region 3
CRO: Stephenie Guess, 860-859-4769
401 W. Thames Street, Unit 702 Norwich, CT 06360
www.artreachheals.org

BACKUS HOSPITAL (WILLIAM)  Region 3
CLIENT RIGHTS OFFICERS for Connecticut Department of Mental Health and Addiction Services (DMHAS)
Operated and DMHAS funded providers

Updated August 23, 2023

(HARTFORD HEALTHCARE)
CRO: Carley Warzecha, 860-889-8331 x 2196
PROGRAMS:
• Outpatient Program
326 Washington Street Norwich, CT 06360 Fax: 860-823-6322
www.backushospital.org

BH CARE ANSONIA/BRANFORD
CRO: Cooper Westerkamp, 203-892-6369
PROGRAMS SITES:
• BH CARE Valley Offices
435 East Main St. Ansonia, CT 06401 203-736-2601
• BH CARE Shoreline Offices
14 Sycamore Way, Branford, Ct 06405 203-800-7177
• BH Care Administrative Offices
127 Washington Ave. Third Floor West 203-446-9739
North Haven, CT 06473 Fax: 203-446-9775
https://www.bhcare.org

BLUE HILLS HOSPITAL: DMHAS
ADDITION SERVICES DIVISION OF CONNECTICUT VALLEY HOSPITAL (CVH)
CRO: Amanda Leach, 860-262-5157
PROGRAMS SITES:
• Inpatient SUD Treatment Services
• Blue Hills Hospital, 500 Vine St Hartford
• Merritt Hall, CVH
Connecticut Valley Hospital, P.O. Box 351 Middletown, CT
CVH, Addiction Services Division

BRIDGE HOUSE
CRO: Heather Cummings, 203-335-5339
880 Fairfield Ave, Bridgeport, CT 06605 Fax: 203-331-1694
www.bridgehousect.org

BRIDGES HEALTHCARE INC.
CRO: Jaya Daptardar, 203-878-6365 ext. 322
949 Bridgeport Ave. Milford, CT 06460
CAPITOL REGION MENTAL HEALTH CENTER: DMHAS (CRMHC)
Client Rights Officers:
   Ralston Beckford,  860-297-0891
   Emma Howe,  860-297-0810
   Mark Meola,  860-297-0885
500 Vine Street, Hartford, CT 06112  Fax: 860-297-6356
www.ct.gov/dmhas/crmhc

CATHOLIC CHARITIES ARCHDIOCESE OF HARTFORD
CRO:  Liz Rotavera,  860-493-1841
PROGRAMS/SITES:
   •  Institute for the Hispanic Family
   •  New Haven Family Service Center
   •  Torrington Family Service Center
   •  Waterbury Family Service Center
839-841 Asylum Ave., Hartford, CT 06105
http://www.ccaoh.org

CATHOLIC CHARITIES OF FAIRFIELD COUNTY
CRO:  Michael Tintrup,  203-416-1305
237 Hewett Ave., Bridgeport, CT 06606  203-416-1503.
http://www.ccfairfield.org/

CATHOLIC CHARITIES OF FAIRFIELD COUNTY
CRO:  David Johnston,  203-748-0848 x232
PROGRAMS/SITES:
   •  Community Support Program
   •  Homeless Outreach Team
   •  New Heights Center
24 Grassy Plain Street, Bethel, CT 06801
http://www.ccfairfield.org/

CENTER FOR HUMAN DEVELOPMENT (CHD)
HARTFORD
CLIENT RIGHTS OFFICERS for Connecticut Department of Mental Health and Addiction Services (DMHAS) Operated and DMHAS Funded Providers

Updated August 23, 2023

Client Rights Officers:
Amy Woods-Sawyers, 860-951-3325
Janel Segui, 860-951-3325

PROGRAMS/SITES:
• CHD Outreach
• CHD Crossover Group Homes
705-A New Britain Ave, Hartford, CT 06106 Fax: 860-951-3328
www.chd.org

CHD CT-OUTREACH WEST Region 5
CRO: Heather Foster, 203-596-9323

PROGRAMS/SITES
• PILOTS Danbury • PILOTS Waterbury
• PILOTS Torrington
965 South Main St Suite 1 Waterbury, CT 06706 Fax: 203-755-6122
www.chd.org

CENTRAL NAUGAUCK VALLEY HELP, INC. (CNV HELP) Region 5
CRO: Jamie Calvano, 203-756-8984 ext. 1114
900 Watertown Ave. Waterbury, CT 06708 Fax: 203-756-8985

PROGRAMS/SITES:
• Drug Treatment Services • Travisano Network
• Glenlunan • Watkins
• McAuliffe Manor • Wynnewood Residential
• Rogers House
www.cnvhelp.org

CHARLOTTE HUNGERFORD HOSPITAL Region 5
BEHAVIORAL HEALTH CENTER (HARTFORD HEALTHCARE)
CRO: Tracy Morales-Gabelmann, 860-496-6441

PROGRAMS/SITES
• Case Management • Services to Homeless
• Outpatient
540 Litchfield Street, P.O. Box 988
Torrington, CT 06790 Fax: 860-496-6703
CHEMICAL ABUSE SERVICE AGENCY, INC. (CASA) Region 1
CRO: Richard Spears, 203-495-7710
690 Arctic Street Bridgeport, CT 06608 203-331-4728
http://www.casaincct.org/

CHRYSLIS CENTER, INC. Region 4
CRO: Crystal Cruz, 860-263-4433
PROGRAMS/SITES:
- Case Management
- Employment
- Supportive Housing
255 Homestead Ave., Hartford, CT 06112
www.chrysaliscenterct.org

COLUMBUS HOUSE, INC. Region 2
CRO: Cathleen Mead, 203-491-6600
586 Ella Grasso Boulevard
P.O. Box 7093, New Haven, CT 06519 Fax: 203-772-4097
www.columbushouse.org

COMMUNITY HEALTH CENTER, INC. (CHC) Region 2
BEHAVIORAL HEALTH
CRO: Mandy Brule, 860-347-6971
635 Main Street Middletown, CT 06457
www.chc1.com

COMMUNITY HEALTH RESOURCES (CHR) Region 4
Client Rights Officers
Bloomfield, Theresa Duston, 860-835-7245
Enfield, Theresa Duston, 860-835-7245
Enfield, Debra Ash, 860-623-3039
Manchester, Sherita Sosa, 860-730-8939
Windsor, Katherine McDonald, 860-697-3511
PROGRAMS/SITES:
- Bloomfield
- Enfield
- Enfield, “Second Wind Clubhouse”
- Manchester, “We Can Clubhouse”
CLIENT RIGHTS OFFICERS for Connecticut Department of Mental Health and Addiction Services (DMHAS) Operated and DMHAS Funded Providers

Updated August 23, 2023

- Manchester, Center for Health and Wellness Administrative Offices
  2 Waterside Crossing, Suite 400; Windsor, CT 06095 860-731-5522
  www.chrhealth.org

COMMUNITY HEALTH RESOURCES (CHR)
SUBSTANCE ABUSE TREATMENT PROGRAMS
CRO Enfield: Kate Battista, 860-835-7415

PROGRAMS/SITES:
- Danielson
- Enfield
- Manchester
- Putnam
- Milestone Intensive Residential Program

Administrative Offices 2 Waterside Crossing, Suite 400;
Windsor, CT 06095 860-731-5522
www.chrhealth.org

COMMUNITY HEALTH SERVICES, INC. Region 4
BEHAVIORAL HEALTH
Client Rights Officers:
- Lorna Caban, 860-249-9625 ext. 780
- Vidya Ganesan, 860-808-8704
500 Albany Ave. Hartford, CT 06120 Fax: 860-808-8771
www.chshartford.org

COMMUNITY MENTAL HEALTH AFFILIATES (CMHA) Region 4
CRO: Hope Ustanowski, 860-826-1358 ext. 1971

PROGRAMS/SITES:
- Adult Services
- Team Time Social Club

233 Main St. New Britain, CT 06051 Fax: 860-229-6575
www.cmhacc.org

COMMUNITY RENEWAL TEAM (CRT) Region 4
BEHAVIORAL HEALTH/ASIAN FAMILY SERVICES
CLIENT RIGHTS OFFICERS
CLIENT RIGHTS OFFICERS for Connecticut Department of Mental Health and Addiction Services (DMHAS) Operated and DMHAS Funded Providers

Updated August 23, 2023

Janet Rodriguez, 860-761-7900
Elia Vecchitio, 860-761-7900
555 Windsor St. Hartford, CT 06120
www.crtct.org

CONNECTICUT COMMUNITY FOR ADDICTION RECOVERY (CCAR)
CRO: Yolibel Lebrón, 860-560-8947
198 Wethersfield Ave. Hartford, CT 06114
Fax: 860-244-2228

CONNECTICUT COUNSELING CENTERS (CCC)
CRO: Elizabeth Klass-Pirola, 203-568-7474 ext. 6524

PROGRAMS/SITES
- Danbury
- Norwalk
- Meriden

Administrative Offices
50 Brookside Rd. Waterbury, CT 06708 203-568-7466
http://www.ctcounseling.org/

CONNECTICUT MENTAL HEALTH CENTER: DMHAS
(CMHC)
CRO: Britt Lewis, 203-974-7371

PROGRAMS/SITES:
- Community Support Program (CSP)
- CSP PLUS
- Substance Abuse Treatment Unit (SATU)

34 Park Street New Haven, CT 06519 203-974-7091
Fax: 203-974-7091
www.ct.gov/dmhas/cmhc

CONNECTICUT RENAISSANCE, INC.
CRO: Kathy Seto, 203-336-5225

PROGRAMS/SITES:
- Bridgeport
- Norwalk
CLIENT RIGHTS OFFICERS for Connecticut Department of Mental Health and Addiction Services (DMHAS) operated and DMHAS funded providers

Updated August 23, 2023

- Stamford
- Waterbury
One Waterview Drive Suite 202 Shelton, CT 06484 203-866-2541
www.ctrenaissance.com

CONNECTICUT VALLEY HOSPITAL (CVH): DMHAS Region 2
CVH DEPARTMENT OF RECOVERY AND CONSUMER AFFAIRS
Paul Beavers, Director 860-262-5642
P.O. Box 351, Middletown, CT 06457 Fax: 860-262-5146
Client Rights Officers
- CVH GENERAL PSYCHIATRY DIVISION
  Deborah Williams, 860-262-5108
- CVH ADDICTION SERVICES DIVISION: MERRITT HALL
- CVH ADDICTION SERVICES BLUE HILLS HOSPITAL
  Amanda Leach, 860-262-5157

(THE) CONNECTION, INC. (TCI) Region 2
Client Rights Officers
  Janice Black, 860 343-5500 x 1852
  Lisa Hansen, 860 343-5500 x 1851
  Susan Phillips, 860 343-5500 x 1850
PROGRAM/SITES:
- Bridgeport
- Groton
- Hartford
- Meriden
- Middletown
- New Haven
- Old Saybrooke
- Uncasville
- Waterbury
- Willimantic

100 Roscommon Drive, Suite 203 Middletown, CT 06457
www.theconnectioninc.org

CONTINUUM OF CARE, INC. Region 2
Client Rights Officers
  David Ostrom, 203-562-2264 x 229
  Matthew Cremo, 203-562-2264 x 219
PROGRAMS/SITES
- Acute Services
- Community Housing
- Diversion Services
- South Central Peer Services
- Supportive Living Services
CLIENT RIGHTS OFFICERS for Connecticut Department of Mental Health and Addiction Services (DMHAS)
Operated and DMHAS funded providers

Updated August 23, 2023

109 Legion Ave. New Haven, CT 06519
www.continuumct.com

CORNELL SCOTT - HILL HEALTH CENTER  Region 2
Client Rights Officers:
   Elsy Sacaza, 203-503-3114
   Eunisa Colon, 203-503-3724
PROGRAMS/SITES:
• Adult Mental Health and Counseling
• Substance Use Treatment
• Grant Street Partnership
• South Central Rehabilitation Center (SCRC)
428 Columbus Ave, New Haven, CT 06519  203-503-3000
www.hillhealthcenter.com

DANBURY HOSPITAL: SEE NUVANCE HEALTH

DAY KIMBALL HOSPITAL  Region 3
CRO: April L. Stevens RN, BSN  860-928-6541 Ext. 2352
PROGRAMS/SITES
• CASE MANAGEMENT
320 Pomfret Street, Putnam, CT 06260
www.daykimball.org

EdADVANCE TRED PROGRAM  Region 5
CRO: Rose Forzano, 860-567-0863
Box 909, 355 Goshen Rd Litchfield, CT 06759  Fax: 860-567-3381
http://edadvance.org/

EASTER SEALS, CAPITOL REGION & EASTERN CONNECTICUT  Region 4
CRO: Dan Bracken, 860-801-3793
22 Prestige Park Circle East Hartford, CT 06108  860-270-0600
Fax: 860-728-1065
www.hartford.easterseals.com

FAMILY & CHILDREN’S AGENCY, INC.  Region 1
CRO: Chrissy Cacace, 203-855-8765
9 Mott Ave 4th Floor Norwalk, CT 06850  Fax: 203-838-3325

FAMILY CENTERS, INC.  Region 1
CRO: Gayle Paquin, 203-324-3167
40 Arch Street Greenwich, CT 06902  203-869-4848 Fax: 203-860-869-7764
www.familycenters.org

FELLOWSHIP PLACE  Region 2
CRO: Veronica Vidal, 203-401-4227 x1243
441 Elm Street New Haven, 06515  Fax: 203-789-4451
www.fellowshipplace.org

F.S. DUBOIS CENTER: DMHAS  Region 1
(SOUTH WESTERN CT MENTAL HEALTH SYSTEM)
CRO: Mary Brigid Culhane, 203-388-1559
1351 Washington Blvd., 5th Floor Stamford, CT 06905
www.ct.gov/dmhas/swcmhs

GILEAD COMMUNITY SERVICE  Region 2
CRO: Linda Walsh, 860-343-5300 ext. 3426
PROGRAMS/SITES:
- Farrell Treatment Center, New Britain
- Gateway Community Treatment Program, Middletown
- Gilead Social Club, New Britain
PO 1000, 222 Main Street Ext. Middletown, CT 06457 Fax: 860-343-5306
www.gileadcs.org

GOODWILL INDUSTRIES OF WESTERN AND NORTHERN CT  Region 1
CRO: Nicholas Wilson, 203-581-5320
165 Ocean Street, Bridgeport, CT 06605  203-368-6511
www.goodwillwct.org

GOODWILL INDUSTRIES OF SOUTHERN CONNECTICUT  Region 2
CLIENT RIGHTS OFFICERS for Connecticut Department of Mental Health and Addiction Services (DMHAS) operated and DMHAS funded providers

Updated August 23, 2023

CRO: Phyllis Hagen, 203-777-2000
432 Washington Ave North Haven, CT 06473 Fax: 203-624-5600


GUARDIAN AD LITEM SERVICES, INC. Region 5
CRO: Angela Hurezler, 203-723-4332 ext. 107 175 Church Street, Suite 202, Naugatuck, CT 06770 Fax: 203-723-9250

HANDS ON HARTFORD Region 4
CENTER CITY CHURCH’S INC/PETER’S RETREAT CRO: Kate Shafer, 860-706-1505 55 Bartholomew Avenue, Hartford, CT 06106 860-728-3201 http://www.handsonhartford.org Fax: 860-549-8550

HARTFORD BEHAVIORAL HEALTH Region 4
CRO: Abby Rodriguez, 860-548-0101 ext. 331 2550 Main St Hartford, CT 06106 Fax: 860-524-7781 www.hartfordbehavioralhealth.org

HISPANIC HEALTH COUNCIL Region 4 (MENTAL HEALTH EMPLOYMENT SERVICES) (CRO To Be Determined) 175 Main St, Hartford, CT 06106

HOMES WITH HOPE Region 1 (Formally: INTERFAITH HOUSING ASSOCIATION) (CRO to be Determined) 203-226-3428 49 Richmondville Ave. Westport, CT 06880 www.hwhct.org

IMMACARE Region 4 CRO: Janievette Correa, 860-580-6067
168 Hungerford St. Hartford, CT 06106
http://immacare.org/

INSPIRICA, INC. Region 1
CRO: Keenan McMahon, 203-388-0114
141 Franklin St Stamford, CT 06901
http://inspiricact.org/

INSTITUTE OF LIVING Region 4
(HARTFORD HEALTHCARE)
CRO: Paula Rego, 860-545-7665
PROGRAM/SITES
- Eli’s Retreat
- Todd House
Todd Building, 200 Retreat Ave. Hartford, CT 06106
www.instituteofliving.org

INTERCOMMUNITY MENTAL HEALTH CENTER Region 4
CRO: Michelle Smith Cotto, Esq. 860-291-1318
PROGRAM/SITES
- Adult Services
- Recovery House
- Supervised Housing Program
- A Common Ground
800 Connecticut Blvd. 4th Floor, East Hartford, CT 06108
www.icmhg.org

JOHN J DRISCOLL UNITED LABOR AGENCY Region 2
CRO: Greg Vavrek, 860-347-8060
PROGRAM/SITES
- Vocational Rehab
272 South Main St Middletown, CT 06457
www.ctlu.org

KENNEDY COLLECTIVE Region 1
CRO: Fiona Jones, 203-365-8522 ext. 2037
2440 Reservoir Ave. Trumbull, CT 06611
www.thekennedycenterinc.org
KEYSTONE HOUSE
CRO: Alma Davis, 203-855-7920
141 East Ave. Norwalk, CT 06851 203-855-7920
www.keystonehouse.org Fax: 203-956-7850

KUHN EMPLOYMENT OPPORTUNITIES
CRO: Dana Nair, 860-347-8923 ext. 202
1630 North Colony Road, Meriden, CT 06450 203-235-2583
www.kuhngroup.org

LAUREL HOUSE
CRO: Marian Caldera, 203-274-8059
1616 Washington Boulevard Stamford, CT 06902
http://laurelhouse.net

LEEWAY, INC
(CRO: To be determined)
Jay Katz, Chief Executive Officer, 203-865-0068
40 Albert Street, New Haven, CT 06511 Fax: 203-865-0399
www.leeway.net

LIBERTY COMMUNITY SERVICES, INC.
CRO: Alyssa Eckstein, 203-497-7600
129 Church Street, New Haven, CT 06510
www.libertycs.org

LIBERATION PROGRAMS
Client Rights Officers
Dianna Gleason, 855-542-7764
Marlene Bent, (cell): 475-333-5639

PROGRAMS/SITES:
• Bridgeport
  129 Glover Ave. Norwalk, CT 06850 203-851-2077
  http://www.liberationprograms.org Fax: 203-323-1047
• Stamford

LIFE BRIDGE COMMUNITY SERVICES
CRO: Cary Ostrow, 203-368-5545
CLIENT RIGHTS OFFICERS FOR Connecticut Department of Mental Health and Addiction Services (DMHAS) OPERATED AND DMHAS FUNDED PROVIDERS

Updated August 23, 2023

475 Clinton Ave., Bridgeport, CT 06605 203-368-4291  
http://www.lifebridgetct.org/ Fax: 203-368-1239

MARRAKECH DAY SERVICES, INC. Region 2  
CRO: Marc Chartier, 203-389-2970 ext. 1312  
Lunar Drive, Woodbridge, CT 06625  
www.marrakechinc.org

MARTIN HOUSE Region 3  
CRO: Constance Graves, 860-889-6150  
401 West Thames Street Norwich, CT 06360

MCALL CENTER FOR BEHAVIORAL HEALTH Region 5  
CRO: Dean Sheehan, 860-496-2100  
58 High Street Torrington, CT 06790 Fax: 860-496-2111

MENTAL HEALTH CONNECTICUT (MHC) Region 4  
CRO: Michael Culmo, 860-969-3277  
PROGRAM/SITES  
• Bridgeport  
• Danbury  
• Hartford  
• Torrington  
• Waterbury  
76 Batterson Park Rd, Suite 303 Farmington, CT 06032  
www.mhconn.org

Mercy Housing and Shelter Region 4  
(Community Housing Advocates)  
CRO: Lisa Pawlik, 860-808-2042  
221 Main Street Hartford, CT 06106 860-548-0692  
www.mercyhousingct.org

MIDDLESEX HOSPITAL BEHAVIORAL HEALTH Region 2  
CRO: Terry DiPietro 860-343-8802  
PROGRAMS/SITES  
• Case Management
CLIENT RIGHTS OFFICERS for Connecticut Department of Mental Health and Addiction Services (DMHAS) operated and DMHAS funded providers

Updated August 23, 2023

28 Crescent Street Middletown, CT 06457 Fax: 860-358-8829
www.midhosp.org

MIDWESTERN CONNECTICUT COUNCIL ON ALCOHOLISM (MCCA) Region 5
CRO: Steven Palma, 203-792-4515 ext. 1103
PROGRAMS/SITES
• Detoxification and Evaluation
• Gambling Program
• Outpatient Program
• Latino Outreach
• McDonough House
38 Old Ridgebury Road, Danbury, CT 06810
www.mcccaonline.com

MY PEOPLE CLINICAL SERVICES, LLC Region 4
CRO: Eugene Milan, 860-656-0450
915 Asylum Ave. Hartford, CT 06105
www.mypeople-ct.com

MY SISTER’S PLACE Region 4 (COMMUNITY HOUSING ADVOCATES)
CRO: Lisa Pawlik, 860-808-2042
221 Main Street Hartford, CT 06106 Fax: 860-493-1330
www.sistersplacet.org

NATCHAUG HOSPITAL Region 3 (HARTFORD HEALTHCARE)
CRO: Melissa Morgea, 860-696-9992
189 Storrs Road Mansfield, CT 06250 Fax: 860-423-6114
www.natchaug.org

NEW LONDON HOMELESS HOSPITALITY CENTER Region 3
CRO: Nicole Thomas, 860-439-1573
PROGRAMS/SITES
• CASE MANAGEMENT
NEW MILFORD HOSPITAL: SEE NUVANCE HEALTH

NEW REACH
CRO: Kara Beedetto-Capobianco, 203-492-4866
153 East Street, Suite 300, New Haven, CT 06511

NORWALK HOSPITAL PSYCHIATRY AND BEHAVIORAL HEALTH: SEE NUVANCE HEALTH

NUVANCE HEALTH:  
DANBURY HOSPITAL PSYCHIATRY AND BEHAVIORAL HEALTH  
NEW MILFORD HOSPITAL BEHAVIORAL HEALTH SERVICES  
CRO: Anthony Frias, 860-354-3762  
PROGRAMS/SITES:  
• Danbury, IOP  
• Danbury: Mobile Crisis  
152 West Street Danbury, CT 06810  
• New Milford, OP  
21 Elm Street, New Milford 06776

NUVANCE HEALTH:  
NORWALK HOSPITAL PSYCHIATRY AND BEHAVIORAL HEALTH  
CRO: Daniel Cicero, 203-852-2991  
PROGRAMS/SITES:  
• Community Support Program  
• Outpatient  
34 Maple Street Norwalk, CT 06856

OPERATION HOPE  
CRO: Carla Miklos, 203-254-2934  
50 Nichols Street, Fairfield, CT 06824 203-254-2934

OPTIMUS HEALTH CARE, INC.  
(CRO to be determined) 203-696-3260  
982 East Main Street Bridgeport, CT 06608
PACIFIC HOUSE  
(FORMALLY: SHELTER FOR THE HOMELESS)  
CRO: Sam Pacheco, 203-406-0017 ext. 321  
597 Pacific Street Stamford, CT 06902  
http://www.pacifichouse.org  

PATHWAYS, INC  
CRO: Michelle Chiappa, 203-869-5656  
175 Millbank Ave. Greenwich, CT 06830  

PERCEPTION PROGRAMS, INC.  
CRO: Kelsey Daniels, 860-450-0151 ext. 2111  
PROGRAM/SITES:  
• Outpatient  
134 Church St Willimantic, CT 06226  
Fax: 860-450-7127  
www.perceptionprograms.org  

PRIME TIME HOUSE  
Client Rights Officers:  
Adam Lytton, 860-785-4475  
Tom Stanton, 860-496-2177  
810 Main Street Torrington, CT 06790  
Fax: 860-618-2478  
http://www.primetimehouse.org/  

RECOVERY NETWORK OF PROGRAMS, INC (RNP)  
CENTER FOR HUMAN SERVICES  
CRO: Eric Follett, 203-929-1954 ext. 101  
PROGRAMS/SITES  
• Center for Human Services  
• First Step  
• Horizons  
• Huntington House  
• Iranistan House  
• Kinsella Treatment Center  
• McGrath House  
• New Prospects  
• Prospect House  
• Recovery Adolescent Program/Annex and Drug Intervention  
• Recovery Counseling Services  
• Seaview Supervised Apartments
CLIENT RIGHTS OFFICERS for Connecticut Department of Mental Health and Addiction Services (DMHAS) Operated and DMHAS Funded Providers

Updated August 23, 2023

2 Trap Falls, Suite 405 Shelton, CT 06484 Fax: 203-929-1279
http://www.recovery-programs.org/

RELIANCE HEALTH Region 3
Client Rights Officers
Nicole Reynolds 860-887-6536 (ext. 275)
Mike Van Vlaenderen 860-887-6536

PROGRAMS/SITES
• Case Management • Residential
• CSP • Teamworks (Social Ed Center)
• Individual Supports • Young Adult Services
• Supervised and Supportive Housing

40 Broadway, Norwich, CT 06360
www.reliancehealthinc.org/

RIVER VALLEY SERVICES: DMHAS Region 2
(RVS)
CRO: Cheryl Leone 860-262-5354
Silver Street, P.O. Box 351 Middletown, 06457 Fax: 860-262-5356
www.ct.gov/dmhas/rvs

ROOT CENTER FOR ADVANCED RECOVERY Region 4
(A trade name of HARTFORD DISPENSARY)
CRO: Alvin Fryxell, 860-952-9360

Programs/Sites:
• Bristol • New London
• Doctors Clinic (Hartford), • Norwich
• Henderson Johnson (Hartford) • Torrington
• Manchester • Windham
• New Britain

Administrative Offices
335 Broad Street Manchester, CT 06108 860-643-3200
https://rootcenter.org/

RUSHFORD, Region 2
(HARTFORD HEALTHCARE)
SAFER FUTURES
(Woman’s Center of Southeastern Connecticut)  
CRO: Fenty Lee, 860-447-0366  
16 Jay St. New London, CT 06320  
https://safefuturesct.org/

“SOBER HOMES”  
Sober home complaints are not addressed using the DMHAS Client Grievance Procedure.

- Complaints about “Supportive Recovery Homes” overseen by ADVANCED BEHAVIORAL HEALTH, INC. are submitted to Paul Zakarian 860-704-6128
- Complaints about Certified Sober Living Homes are addressed by either the Connecticut Coalition of Recovery Residences (CCORR) www.ccorr.org telephone 860-995-9472 or Connecticut Addiction Recovery Residences (CTARR) www.ctrecoveryresidences.org).

If you need help, contact a statewide advocacy organization or call 211-Infoline for information on legal advice.

SOUND COMMUNITY SERVICES, INC.  
CRO: Caitlin Millerd, (cell) 860-608-5227  
21 Montauk Ave., Suite 301 PO Box 2170 860-439-6400  
New London, CT 06320 Fax: 860-390-1464  
www.soundcommunityservices.org

SOUTHEASTERN CT COUNCIL ON ALCOHOL AND DRUG DEPENDENCE, INC. (SCADD)  
CRO: Marcie Rivera, 860-447-1717 ext. 214  
PROGRAMS/SITES:
- Lebanon Pines  
- Liberty House  
- Outpatient Services  
37 Camp Mooween Road Lebanon, CT 06249
www.scadd.org

SOUTHEASTERN MENTAL HEALTH AUTHORITY: DMHAS (SMHA)  Region 3
CRO: Stephenie Guess, 860-859-4769 (Dedicated CRO line)
Tracey Edwards (back-up) 860-859-4500 (Main number)
401 West Thames St., Bldg. 301 Norwich, CT 06360  Fax: 860-859-4783
www.ct.gov/dmhas/smha

SOUTHWEST CT MENTAL HEALTH SYSTEM: DMHAS (SWCMHS) COMMUNITY BASED SERVICES  Region 1
CRO: (tentative) Paula Zwally 203-551-7464
(tentative) Diane Sheehan 203-551-7663
97 Middle St. Bridgeport, CT 06604  Fax: 203-579-6305

SWCMHS: F.S. DUBOIS CENTER
CRO: Mary Bridget Culhane 203-388-1559
1351 Washington Boulevard, 5th Floor, Stamford, CT 06905

SWCMHS: GREATER BRIDGEPORT COMMUNITY MENTAL HEALTH CENTER (GBCMHC)
CRO: (tentative) Paula Zwally 203-551-7464
1635 Central Ave. Bridgeport, CT 06610  Fax: 203-579-6305
www.ct.gov/dmhas/swcmhs

Saint MARY’S HOSPITAL BEHAVIORAL HEALTH  Region 5
SEE TRINITY HEALTH

Saint VINCENT DEPAUL MIDDLETOWN  Region 2
CRO: Terry Carbone, 860-347-4059
P.O. Box 398, 617 Main St Middletown, CT 06457  Fax: 860-343-0023
www.stvincentdepaulplace.org

Saint VINCENT DEPAUL MISSION OF WATERBURY  Region 5
CRO: Bonnie Cocchiola, 203-755-0626
PROGRAMS/SITES:
• Cornerstone  • Society of Support
173 Mark Lane Waterbury, CT 06704  Fax: 203-754-2644
Saint VINCENT DEPAUL MISSION OF WATERBURY
- Casa DeRosa
CRO: Angela Silva 203-753-3342
86-88 Midland Waterbury, CT 06705 Fax: 203-753-9900
https://www.svdpmision.org/

Saint VINCENT’S BEHAVIORAL HEALTH SERVICES (HARTFORD HEALTHCARE)
CRO: Joyce Platz, (Interim) 203-341-4532
47 Long Lots Road Bridgeport, CT 06880
www.hallbrooke.org

STAFFORD FAMILY SERVICES (Town of Stafford)
Judy Gardner, LMFT Executive Director 860-684-4239 ext. 103
21 Hyde Park Rd, Stafford Springs, CT 06076
http://www.staffordct.org/family.php

SUPPORTIVE ENVIRONMENTAL LIVING FACILITY, INC. (SELF, INC)
Region 5
CRO: Holly Sheldon, 203-759-2074
19 Fourth Street Waterbury, CT 06708 Fax: 203-759-2094

THAMES RIVER COMMUNITY SERVICE Region 3
CRO: Lee Carenza, 860-889-1365
401 Thames Street Unit 201 Norwich, CT

THAMES VALLEY COUNCIL FOR COMMUNITY ACTION, INC. (TVCCA) Region 3
CRO: Lee Carenza, 860-889-1365
1 Sylvandale Road Jewett City, CT 06351
www.tvcca.org

TRINITY HEALTH Region 5
ST. MARY’S HOSPITAL BEHAVIORAL HEALTH CARE SERVICES
CLIENT RIGHTS OFFICERS for Connecticut Department of Mental Health and Addiction Services (DMHAS)
Operated and DMHAS Funded Providers

Updated August 23, 2023

CRO: Vincent Delaney, 203-709-3356
10 Jefferson Square Waterbury, CT 06706
www.stmh.org

UNITED COMMUNITY & FAMILY SERVICES, INC: Region 3
CRO: Sharon Laliberte, 860-892-7042 ext. 1218
47 Town St Norwich, CT 06360 Fax: 860-823-3002
www.ucfs.org

UNITED SERVICES, INC. Region 3
Client Rights Officers
Sandra Long, 860-774-2020 ext. 4675
Debra Rivard, 860-774-2020 ext. 4676

PROGRAMS/SITES
- Addiction Recovery OP
- Danielson
- Willimantic

1007 North Main St. Dayville, CT 06241
www.unitedservicesct.org

VIABILITY Region 4
CRO: Latoya Thompson, 860-606-7767
50 Griffin Road South Bloomfield, CT 06002

VILLAGE FOR FAMILIES AND CHILDREN (THE) Region 4
CRO: Alicia Marotto 860-236-4511 ext. 3704

PROGRAMS/SITES
- Employment Services
- The Village Adult OP Services

1680 Albany Ave Hartford, CT, 06105
http://thevillage.org/

VINFEN CONNECTICUT Region 4
CRO: Marita McDermott, 860-688-3165

PROGRAMS/SITES
- Bissell Street
- Freedom House Manchester

- TAP
- New Beginnings
• Team Support Program
  860 Prospect Hill Road Windsor, CT 06095  Fax: 860-688-3196
  https://vinfenct.org/

WATERBURY HOSPITAL HEALTH CENTER
CRO: Thomas Czarkosky, 203-573-6738
Programs/Sites:
• Crisis Program
• DBT Intensive OP
• Grandview Adult OP
64 Robbins Street Waterbury, CT 06702
www.waterburyhospital.com

WATERBURY WELLNESS CENTER
(WHEELER CLINIC)
CRO: Linda Russo, LMFT, CPHQ 860-793-3849
334 Farmington Ave. Plainville, CT 06062

WELLMORE BEHAVIORAL HEALTH
CRO: Paul Robinson, LMSW, 203-574-1419
142 Griggs St.
Waterbury, Connecticut, 06702
Fax: 203-578-4180
http://wellmore.org/

WESTERN CT MENTAL HEALTH NETWORK: DMHAS
(WCMHN)
• WCMHN-DANBURY AREA
  CRO: Jill Brown 203-805-5319
  78 Triangle Street Danbury, CT 06810
• WCMHN-TORRINGTON AREA
  CRO: Lindsey Fenton 860-496-3763
  249 Winsted Road 3rd Floor Torrington, CT 06790  Fax: 860-496-3800
• WCMHN-WATERBURY AREA
  CRO: Jill Brown 203-805-5319
  95 Thomaston Ave. Waterbury, CT 06702  Fax: 203-805-5310
WCMHN Administrative Offices
Rowland State Government Center 203-805-6400
55 West Main Street, Suite 410 Waterbury, CT 06702 Fax: 203-805-6432
www.ct.gov/dmhas/wcmhn

WHEELER CLINIC, INC. Region 4
CRO: Linda Russo, 860-793-3849
• Hartford
• Plainville
334 Farmington Ave. Plainville, CT 06062
www.wheelerclinic.org

WHITING FORENSIC HOSPITAL: DMHAS Region 2
CRO: Shantika Canty-Porter 860-262-5141
PO Box 70 Middletown, CT 06457 Fax: 860-262-5146

YALE BEHAVIORAL HEALTH SERVICES AT HAMDEN Region 2
CRO: Lisa Lavorgna, LMSW 203-288-0948
95 Circular Ave., Hamden, CT 06514 Fax: 203-288-0448
www.communityservicesnetwork.org

YALE NEW HAVEN HEALTH Region 2
BEHAVIORAL HEALTH
CRO: Lauren Mallozzi 203-688-3430
PROGRAMS/SITES:
• Respite Bed Program
• YNHH - OP Continuing Care Clinic
20 York Street. New Haven, CT 06510-3202
https://www.ynhh.org/

YOUTH CHALLENGE OF CT Region 4
CRO: Esther Gonzalez-Torrez 860-728-5199
15 May Street Hartford, CT 06105
http://www.youthchallenge.org