

Connecticut Department of Mental Health and Addiction Services (DMHAS) state operated and DMHAS contracted service provider Client Rights Officers.

Updated February 20, 2025

Crisis and suicide lifeline: [988](tel:988).

Substance use treatment, call the [ACCESS LINE](tel:18005634086): 1-800-563-4086

Connecticut Department of Mental Health and Addiction Services (DMHAS) state operated, and DMHAS contracted service providers use the DMHAS Client Grievance Procedure to address complaints.

DMHAS Client Grievances submitted in writing to the provider's Client Rights Officer (CRO). If the provider cannot resolve the grievance, a request can be submitted for a DMHAS Commissioner's Review.

For information on the procedure go to [DMHAS Client Grievance Procedure](#) webpage.

Exceptions:

- Complaints about "[Supportive Recovery Homes](#)" are addressed by ADVANCED BEHAVIORAL HEALTH, INC.: Marisol Cortez, 1-800-658-4471
- Complaints about [Certified Sober Living Homes](#) are addressed by the certifying organization for that residence.
- Psychiatric Security Review Board (PSRB) complaints are addressed by the [PSRB](#).
- Complaints about DMHAS Forensic Services are addressed by the court ordering those services.
- Complaints about housing voucher and other waiver programs are addressed by the agency overseeing that program.

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- Organizations and healthcare providers not contracted by DMHAS to provide direct substance use disorder or mental health services use other complaint procedures.

Complaints about hospitals are addressed by the facility's Patient Relations or Quality Improvement department using the [CMS Grievance Procedure](#).

Complaints about licensed healthcare facilities, providers and clinicians are submitted to the [Connecticut Department of Public Health](#).

Complaints about Skilled Nursing Facilities, Rehabilitation Centers and Board and Care Homes are submitted to the [Long Term Care Ombudsman](#)

Complaints about conservators are submitted to the [Probate Court](#) which assigned the conservatorship. For help seek legal advice.

Contact a statewide advocacy organization for help or more information:

- [Advocacy Unlimited, Inc. \(AU\)](#): Phone: 860-505-7581
Website: www.AdvocacyUnlimited.org Email: info@advocacyunlimited.org
- [The Connecticut Legal Rights Project, Inc \(CLRP\)](#): Phone: 860-262-5030,
Website: www.CLRP.org Email: info@CLRP.org
- [Disability Rights Connecticut \(DRCT\)](#): Phone: 860-422-4220
Website: www.DisRightsCT.org Email: info@DisRightsCT.org

This of list DMHAS and DMHAS contracted providers is maintained by the DMHAS Office of the Commissioner: 860-428-7000.

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TTY users and persons with communication impairments can speak to anyone on this list by calling 7-1-1 and using a [Relay Connecticut](#) operator.

DMHAS and other federally funded healthcare providers complies with federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (Patient Protection and Affordable Care Act Section 1557).

ABILITY BEYOND

[Region 5](#)

Client Rights Officers

Glenna Reins, 203-885-6872

Kate Travis, 203-826-3112

PROGRAMS:

- ABI/TBI
 - Employment Services
 - Residential Services
 - Young Adult Services
- 4 Berkshire Boulevard, Bethel, CT 06801 888-832-8247
www.abilitybeyond.org Fax: 203-775-8028

ADVANCED BEHAVIORAL HEALTH, INC. (ABH)

[Region 2](#)

Complaints regarding Basic Recovery Supports and the following Supported Recovery Homes 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

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- 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 Customer Service, Housing Support Specialist, Marisol Cortez, 1-800-658-4472

https://www.abhct.com/Programs_Services/BHRP/Forms_and_Resources/

ABH Corporate Office: 213 Court Street, Middletown, CT 06457

www.abhct.com

ADVOCACY UNLIMITED

[Region 4](#)

CRO: Carl Mancini, 860-549-2435
2075 Silas Deane Highway,
Rocky Hill, CT 06067

<https://advocacyunlimited.org/>

860-505-7581

Fax: 860-259-5731

APPLIED BEHAVIORAL AND RESEARCH INSTITUTE (ABRI)

Connecticut Department of Mental Health and Addiction Services (DMHAS) state operated and DMHAS contracted service provider Client Rights Officers.

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"HOMES FOR THE BRAVE"

[Region 1](#)

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)
(HARTFORD HEALTHCARE)**

[Region 3](#)

CRO: Carley Warzecha, 860-889-8331 x 2196

PROGRAMS:

- Outpatient Program

326 Washington Street Norwich, CT 06360
6322

Fax: 860-823-

www.backushospital.org

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BHCARE ANSONIA/BRANFORD

[Region 2](#)

CRO: Cooper Westerkamp, 203-892-6369

PROGRAMS SITES:

- BHCARE Valley Offices

435 East Main St. Ansonia, CT 06401 203-736-2601

- BHCARE 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

[Region 4](#)

ADDICTION 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

[Region 1](#)

CRO: Marsha Rose, 203-335-5339

880 Fairfield Ave, Bridgeport, CT 06605

Fax: 203-331-

1694

www.bridgehousect.org

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BRIDGES HEALTHCARE INC.

[Region 2](#)

CRO: Jaya Daptardar, 203-878-6365 ext. 322

949 Bridgeport Ave. Milford, CT 06460

<https://www.bridgesct.org/>

CAPITOL REGION MENTAL HEALTH CENTER (CRMHC)

[Region 4](#)

DMHAS

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

[Region 4](#)

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

[Region 1](#)

CRO: Michael Tintrup, 203-416-1305

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237 Hewett Ave., Bridgeport, CT 06606

203-416-1503.

<http://www.ccfairfield.org/>

CATHOLIC CHARITIES OF FAIRFIELD COUNTY

[Region 5](#)

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)

[Region 4](#)

HARTFORD

Client Rights Officers:

Kimberly Hughes,	475-222-6075
Amy Woods-Sawyer	860-951-3325
Betsy Colon	860-837-3662
Ray Grasso	860-838-6943

PROGRAMS:

- Case Management
- Residential Support Services
- Outreach
- Young Adult Services
- Recovery Support

705-A New Britain Ave, Hartford, CT 06106

Fax: 860-951-3328

www.chd.org

CHD CT-OUTREACH WEST

[Region 5](#)

CRO: Heather Foster,

475-222-6075

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PROGRAMS:

- Case Management
- Residential Services
- Danbury
- Torrington
- Waterbury

965 South Main St Suite 1 Waterbury, CT 06706 Fax: 203-755-6122

www.chd.org

CENTRAL NAUGAUCK VALLEY HELP, INC. (CNV HELP)
(Merged with McCall Center for Behavioral Health)

[Region 5](#)

CRO: Matthew Wall, 203-496-2100 Ext. 1253

900 Watertown Ave. Waterbury, CT 06708
8985

Fax: 203-756-

PROGRAMS/SITES:

- Drug Treatment Services
- Glenlunan
- Mcauliffe Manor
- Rogers House
- Travisano Network
- Watkins
- Wynnewood Residential

www.cnvhelp.org

CHARLOTTE HUNGERFORD HOSPITAL
BEHAVIORAL HEALTH CENTER
(HARTFORD HEALTHCARE)

[Region 5](#)

CRO: Tracy Morales-Gabelmann, 860-496-6441

PROGRAMS:

- Case Management
- Outpatient
- Services to Homeless

540 Litchfield Street, P.O. Box 988

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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: Kelsey Smith,

860-263-4618

PROGRAMS:

- Case Management
- Employment
- Supportive Housing
- Recovery and Empowerment Center

255 Homestead Ave., Hartford, CT 06112

www.chrysaliscenterct.org

COLUMBUS HOUSE, INC.

[Region 2](#)

CRO: Don Smith,

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.chcl.com

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COMMUNITY HEALTH RESOURCES (CHR)

[Region 4](#)

Client Rights Officers

Debra Ash, 860-977-4495

Sherita Sosa, 860-730-8939

PROGRAMS/SITES:

- Bloomfield
- Enfield
- Enfield, "Second Wind Clubhouse"
- Manchester, "We Can Clubhouse"
- 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: Burton Bates, 860-771-4926

PROGRAMS/SITES:

- Danielson
- Enfield
- Manchester
- Putnam
- Milestone Intensive Residential Program
- New Life Center
- Pathways
- Willimantic, Roots to Recovery

Administrative Offices 2 Waterside Crossing, Suite 400; Windsor, CT 06095

www.chrhealth.org

860-731-5522

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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:

- 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

Janet Rodriguez, 860-761-7900

Elia Vecchitio, 860-761-7900

555 Windsor St. Hartford, CT 06120

www.crtct.org

CONNECTICUT COMMUNITY FOR ADDICTION

[Region 4](#)

RECOVERY (CCAR)

CRO: Yolibel Lebrón, 860-560-8947

198 Wethersfield Ave. Hartford, CT 06114

Fax: 860-244-2228

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CONNECTICUT COUNSELING CENTERS (CCC)

[Region 5](#)

Client Rights Officers

Danbury: 203-743-7574

Carissa Valluzzo

Stacy Benson

Meriden: 203-608-0205

Josh Noffsinger

Norwalk: 203-838-6508

Jeff Greenblatt

Waterbury, Brookside: 203-568-7474

Alexis Brown

Elizabeth Pirola

Waterbury, Midland: 203-755-8874

Suzanne DeRosa

CCC Administrative Offices

50 Brookside Rd. Waterbury, CT 06708 203-568-7466

<http://www.ctcounseling.org/>

CONNECTICUT MENTAL HEALTH CENTER (CMHC)

[Region 2](#)

DMHAS

CRO: Britt Lewis, 203-974-7371

PROGRAMS/SITES:

- Community Support Program (CSP)
- CSP PLUS
- Substance Abuse Treatment Unit (SATU)
- Park Street (OP and IP)

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

CONNECTICUT RENAISSANCE, INC.

[Region 1](#)

CRO: Katie Seto, 203-336-5225

PROGRAMS/SITES:

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

CONNECTICUT VALLEY HOSPITAL (CVH)

[Region 2](#)

DMHAS

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

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Susan Phillips,

860 343-5500 x 1850

PROGRAM/SITES:

- Bridgeport
- Groton
- Hartford
- Meriden
- Middletown
- New Haven
- Old Saybrook
- 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

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:

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- 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:

- 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

3381

Fax: 860-567-

<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

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FAMILY & CHILDREN'S AGENCY, INC.

[Region 1](#)

CRO: Chrissy Cacace, 203-855-8765

9 Mott Ave 4th Floor Norwalk, CT 06850
3325

Fax: 203-838-

FAMILY CENTERS, INC.

[Region 1](#)

CRO: Gayle Paquin, 203-324-3167

40 Arch Street Greenwich, CT 06902
203-860-869-7764

203-869-4848 Fax:

www.familycenters.org

FELLOWSHIP PLACE

[Region 2](#)

CRO: Veronica Vidal, 203-401-4227 x1243

441 Elm Street New Haven, 06515
4451

Fax: 203-789-

www.fellowshipplace.org

FRIENDSHIP SERVICE CENTER.

[Region 4](#)

CRO: To be announced

PO Box 1896, New Britain, CT 06051

www.fsc-ct.org

F.S. DUBOIS CENTER

[Region 1](#)

DMHAS: 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](#)

Connecticut Department of Mental Health and Addiction Services (DMHAS) state operated and DMHAS contracted service provider Client Rights Officers.

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CRO: Tamara Brown, 860-343-5300

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](#)

CRO: Phyllis Hagen, 203-777-2000

432 Washington Ave North Haven, CT 06473

Fax: 203-624-

5600

GREATER BRIDGEPORT COMMUNITY
MENTAL HEALTH CENTER (GBCMHC)

[Region 1](#)

DMHAS: SOUTH WESTERN CT MENTAL HEALTH SYSTEM

CRO: Melissa Walters, 203-551-7432

1635 Central Ave. Bridgeport, CT 06610

Fax: 203-579-

63

www.ct.gov/dmhas/swcmhs

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GUARDIAN AD LITEM SERVICES, INC.

[Region 5](#)

CRO: Angela Hurezler, 203-723-4332 ext. 107
175 Church Street, Suite 202, Naugatuck, CT 06770
9250

Fax: 203-723-

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

<http://www.handsonhartford.org>

8550

860-728-3201

Fax: 860-549-

HARTFORD BEHAVIORAL HEALTH

[Region 4](#)

CRO: Abby Rodriguez, 860-548-0101 ext. 331

2550 Main St Hartford, CT 06106

7781

Fax: 860-524-

www.hartfordbehavioralhealth.org

HARTFORD HOSPITAL (INSTITUTE OF LIVING)

[Region 4](#)

(HARTFORD HEALTHCARE)

CRO: Paula Rego, 860-545-7665

PROGRAMS/SITES:

- Eli's Retreat
- Outpatient Clinic
- Todd House

Todd Building, 200 Retreat Ave. Hartford, CT 06106

www.instituteofliving.org

HISPANIC HEALTH COUNCIL

[Region 4](#)

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(MENTAL HEALTH EMPLOYMENT SERVICES)

(CRO To Be DETERMINED)

175 Main St, Hartford, CT 06106

HOMES WITH HOPE

(Formally: INTERFAITH HOUSING ASSOCIATION)

[Region 1](#)

(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 see Hartford Hospital

[Region 4](#)

INTERCOMMUNITY MENTAL HEALTH CENTER

[Region 4](#)

CRO: Aneta Godlewski, 860-569-5900 ext. 525

PROGRAMS/SITES:

- Adult Services
- Recovery House
- Supervised Housing Program
- A Common Ground

800 Connecticut Blvd. 4th Floor, East Hartford, CT 06108

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www.icmhg.org

KENNEDY COLLECTIVE

[Region 1](#)

CRO: Fiona Jones, 203-365-8522 ext. 2037
2440 Reservoir Ave. Trumbull, CT 06611

www.thekennedycenterinc.org

KEYSTONE HOUSE

[Region 1](#)

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

[Region 2](#)

CRO: Dana Nair, 860-347-8923 ext. 202
1630 North Colony Road, Meriden, CT 06450

203-235-2583

www.kuhngroup.org

LAUREL HOUSE

[Region 1](#)

CRO: Virginia Mittelstadt, 203-324-1816 ext. 304
1616 Washington Boulevard Stamford, CT 06902

<http://laurelhouse.net>

LEEWAY, INC

[Region 2](#)

(CRO: To be determined)

Jay Katz, CEO, 203-865-0068
40 Albert Street, New Haven, CT 06511
0399

Fax: 203-865-

www.leeway.net

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LIBERTY COMMUNITY SERVICES, INC.

[Region 2](#)

CRO: Alyssa Eckstein, 203-497-7600

129 Church Street, New Haven, CT 06510

www.libertycs.org

LIBERATION PROGRAMS

[Region 1](#)

Client Rights Officers

Dianna Gleason, 855-542-7764

Marlene Bent, (cell): 475-333-5639

PROGRAMS/SITES:

- Bridgeport

- Stamford

129 Glover Ave. Norwalk, CT 06850

203-851-2077

<http://www.liberationprograms.org>

Fax: 203-323-1047

LIFE BRIDGE COMMUNITY SERVICES

[Region 1](#)

CRO: Cary Ostrow, 203-368-5545

475 Clinton Ave., Bridgeport, CT 06605

203-368-4291

<http://www.lifebridgect.org/>

Fax: 203-368-

1239

The Life Center of Connecticut
(DBA Youth Challenge of CT)

[Region 4](#)

CRO: Esther Gonzalez-Torrez

860-728-5199

Tyrone Glaspie

15 May Street Hartford, CT 06105

<http://www.youthchallenge.org>

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MARRAKECH DAY SERVICES, INC.

[Region 2](#)

CRO: Kelly McFarland, 203-389-2970 ext. 1080

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

McCALL CENTER FOR BEHAVIORAL HEALTH

[Region 5](#)

CRO: Matthew Wall, 860-496-2100 x1253

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 | • Stamford |
| • Danbury | • Waterbury |
| • Hartford | • West Hartford |
| • Torrington | • Independence Center |
| • 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

Connecticut Department of Mental Health and Addiction Services (DMHAS) state operated and DMHAS contracted service provider Client Rights Officers.

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www.mercyhousingct.org

MIDDLESEX HOSPITAL BEHAVIORAL HEALTH

[Region 2](#)

CRO: Terry DiPietro 860-343-8802

PROGRAMS:

- Case Management

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
- Strengthening Families Program
- Trinity Glen
- Women's Pregnant and Parenting Program

38 Old Ridgebury Road, Danbury, CT 06810

www.mccaonline.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](#)

Connecticut Department of Mental Health and Addiction Services (DMHAS) state operated and DMHAS contracted service provider Client Rights Officers.

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(COMMUNITY HOUSING ADVOCATES)

CRO: Lisa Pawlik, 860-808-2042

221 Main Street Hartford, CT 06106

Fax: 860-493-1330

www.sistersplacect.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:

- CASE MANAGEMENT

730 State Pier Road New London, CT 06320

860-439-1573

<https://www.nlhhc.org/>

NEW MILFORD HOSPITAL: SEE NUVANCE HEALTH

NEW REACH

[Region 3](#)

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 (BELOW)

NUVANCE HEALTH:

[Region 5](#)

DANBURY HOSPITAL PSYCHIATRY AND BEHAVIORAL HEALTH

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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:

[Region 1](#)

NORWALK HOSPITAL PSYCHIATRY AND BEHAVIORAL HEALTH

CRO: Daniel Cicero, 203-852-2991

PROGRAMS/SITES:

- Community Support
 - Outpatient
- 34 Maple Street Norwalk, CT 06856

OPERATION HOPE

[Region 1](#)

CRO: Carla Miklos, 203-254-2934

50 Nichols Street, Fairfield, CT 06824

203-254-2934

OPTIMUS HEALTH CARE, INC.

[Region 1](#)

(CRO to be determined) 203-696-3260

982 East Main Street Bridgeport, CT 06608

PACIFIC HOUSE

[Region 1](#)

(FORMALLY: SHELTER FOR THE HOMELESS)

CRO: Sam Pacheco, 203-406-0017 ext. 321

597 Pacific Street Stamford, CT 06902

<http://www.pacifichouse.org>

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PATHWAYS, INC

[Region 1](#)

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

PRIME TIME HOUSE

[Region 5](#)

Client Rights Officers:

Rob Juarez 860-496-2177

810 Main Street Torrington, CT 06790

Fax: 860-618-2478

<http://www.primetimehouse.org/>

RECOVERY NETWORK OF PROGRAMS, INC (RNP)

[Region 2](#)

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

2 Trap Falls, Suite 405 Shelton, CT 06484

Fax: 203-929-1279

<http://www.recovery-programs.org/>

RELIANCE HEALTH

[Region 3](#)

Client Rights Officers

Connecticut Department of Mental Health and Addiction Services (DMHAS) state operated and DMHAS contracted service provider Client Rights Officers.

Updated February 20, 2025

Nicole Reynolds 860-887-6536 (ext. 275)
Mike Van Vlaenderen 860-887-6536

PROGRAMS/SITES

- Case Management
- CSP
- Individual Supports
- Supervised and Supportive Housing
- Residential
- Teamworks (Social Ed Center)
- Young Adult Services

40 Broadway, Norwich, CT 06360

www.reliancehealthinc.org/

**RIVER VALLEY SERVICES (RVS)
DMHAS**

[Region 2](#)

CRO: Tameka Allen 860-262-5194

Silver Street, P.O. Box 351 Middletown, 06457
5356

Fax: 860-262-

www.ct.gov/dmhas/rvs

**ROOT CENTER FOR ADVANCED RECOVERY
(A trade name of HARTFORD DISPENSARY)**

[Region 4](#)

CRO: Alvin Fryxell, 860-952-9360 or 860-525-2181

Programs/Sites:

- Bristol
- Doctors Clinic (Hartford),
- Henderson Johnson (Hartford)
- Manchester
- New Britain
- New London
- Norwich

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

RUSHFORD,
(HARTFORD HEALTHCARE)
CRO: Ciara Perez, 203-630-5303
883 Paddock Ave. Meriden, CT 06450 Fax: 203-634-7013
www.rushfordcenter.org

[Region 2](#)

SAFER FUTURES
(Woman's Center of Southeastern Connecticut)
CRO: Fenty Lee, 860-447-0366
16 Jay St. New London, CT 06320
<https://safefuturesct.org/>

[Region 3](#)

"SOBER LIVING HOMES"

Sober living homes do not use the DMHAS Client Grievance Procedure to address complaints.

- Complaints about "[Supportive Recovery Homes](#)" are addressed by ADVANCED BEHAVIORAL HEALTH, INC.
- Complaints about [Certified Sober Living Homes](#) are addressed by the certifying organization:
 - Connecticut Coalition of Recovery Residences (CCORR)
www.ccorr.org telephone 860-995-9472.

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- Connecticut Addiction Recovery Residences (CTARR)
www.ctrecoveryresidences.org) 203-936-7829.

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

SOUND COMMUNITY SERVICES, INC. [Region 3](#)

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

SOUTHEASTERN CT COUNCIL ON ALCOHOL [Region 3](#)
AND DRUG DEPENDENCE, INC. (SCADD)

CRO: Marcie Rivera, 860-447-1717 ext. 214
CRO: Patrice Thomas
PROGRAMS/SITES:

- Lebanon Pines
- Outpatient Services
- Liberty House

37 Camp Mooween Road Lebanon, CT 06249
www.scadd.org

SOUTHEASTERN MENTAL HEALTH AUTHORITY (SMHA) [Region 3](#)
DMHAS

CRO: Stephenie Guess, 860-859-4769 (Dedicated CRO line)
CRO Back-up: Kayla Mosley
401 West Thames St., Bldg. 301 Norwich, CT 06360 Fax: 860-859-4783

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www.ct.gov/dmhas/smha

SOUTH WESTRN CT MENTAL HEALTH SYSTEM (SWCMHS) [Region 1](#)

COMMUNITY BASED SERVICES

CRO: Melissa Walters, 203-551-7432

97 Middle St. Bridgeport, CT 06604

Fax: 203-579-6305

SWCMHS: F.S. DUBOIS CENTER

CRO: Mary Brigid Culhane 203-388-1559

1351 Washington Boulevard, 5th Floor, Stamford, CT 06905

SWCMHS: GREATER BRIDGEPORT COMMUNITY
MENTAL HEALTH CENTER (GBCMHC)

CRO: Melissa Walters, 203-551-7432

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

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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
9900

Fax: 203-753-

<https://www.svdpmmission.org/>

Saint VINCENT'S BEHAVIORAL HEALTH SERVICES
(HARTFORD HEALTHCARE)

[Region 1](#)

CRO: Joyce Platz, (*Interim*) 203-341-4532

47 Long Lots Road Bridgeport, CT 06880

www.hallbrooke.org

STAFFORD FAMILY SERVICES
(Town of Stafford)

[Region 4](#)

Judy Gardner, LMFT Executive Director 860-684-4239 ext. 103

21 Hyde Park Rd, Stafford Springs, CT 06076

<http://www.staffordct.org/family.php>

STAYWELL HEALTH CENTER

[Region 5](#)

Miriam Lopez 203-756-8021

80 Phoenix Ave. Waterbury, CT 06702

<https://staywellhealth.org>

SUPPORTIVE ENVIRONMENTAL LIVING FACILITY, INC.
(SELF, INC)

[Region 5](#)

CRO: Holly Sheldon, 203-759-2074

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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

ST. MARY'S HOSPITAL BEHAVIORAL HEALTH CARE SERVICES

[Region 5](#)

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

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- Addiction Recovery OP
 - Danielson
 - Willimantic
- 1007 North Main St. Dayville, CT 06241
082
- www.unitedservicesct.org
- Adult Mental Health OP
 - Lighthouse, Willimantic
 - Welcome Arms, Danielson
- Fax: 860-774-

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
- 1680 Albany Ave Hartford, CT, 06105
- <http://thevillage.org/>
- Women's REACH Program

VINFEN CONNECTICUT

[Region 4](#)

CRO: Marita McDermott, 860-688-3165
PROGRAMS/SITES

- Bissell Street
 - Freedom House
- Manchester
- 860 Prospect Hill Road Windsor, CT 06095
3196
- <https://vinfenct.org/>
- TAP
 - New Beginnings
 - Team Support Program
- Fax: 860-688-

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WATERBURY HOSPITAL HEALTH CENTER

[Region 5](#)

CRO: Samaria Greene, 203-573-6738

PROGRAMS/SITES:

- Crisis Program
- DBT Intensive OP
- Grandview Adult OP
- Homeless Outreach
- Outpatient Expansion

64 Robbins Street Waterbury, CT 06702

www.waterburyhospital.com

WATERBURY WELLNESS CENTER

[Region 4](#)

(WHEELER CLINIC)

CRO: Linda Russo, LMFT, CPHQ 860-793-3849

334 Farmington Ave. Plainville, CT 06062

WELLMORE BEHAVIORAL HEALTH

[Region 5](#)

CRO: Kathleen Nugent 203-574-9000

142 Griggs St.

Waterbury, Connecticut, 06702

Fax: 203-578-4180

<http://wellmore.org/>

WESTERN CT MENTAL HEALTH NETWORK (WCMHN)

[Region 5](#)

DMHAS

- WCMHN-DANBURY AREA

CRO: Jill Brown 203-805-5319

78 Triangle Street Danbury, CT 06810

- WCMHN-TORRINGTON AREA

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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 • Waterbury
- Plainville

334 Farmington Ave. Plainville, CT 06062

www.wheelerclinic.org

WHITING FORENSIC HOSPITAL (WFH)

[Region 2](#)

DMHAS

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: Tracy Nguy, LMSW 203-288-6253

95 Circular Ave., Hamden, CT 06514

Fax: 203-288-0448

www.communityservicesnetwork.org

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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](#)

(The Life Center of Connecticut)

CRO: Esther Gonzalez-Torrez

860-728-5199

Tyrone Glaspie

15 May Street Hartford, CT 06105

<http://www.youthchallenge.org>

DMHAS and other federally funded healthcare providers complies with state statutes and federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, or sex (Section 1557, Patient Protection and Affordable Care Act).