



February 8, 2019

CLIENT RIGHTS OFFICERS FOR CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) OPERATED FACILITIES AND DMHAS CONTRACTED PROVIDERS

DMHAS operated facilities, programs and contracted service providers follow the [DMHAS Client Grievance Procedure](#)

Each DMHAS operated facility and contracted provider designates a Client Rights Officer (CRO) who works with clients to resolve complaints at the lowest possible level.

Not all programs offered by an agency are contracted by DMHAS. Speak to the agency's Client Rights Officer if you have questions

**CONNECTICUT DEPARTAMENTO DE SERVICIOS DE SALUD MENTAL Y ADICCION (DMHAS) Y DMHAS CONTRACTED PROVIDER
CLIENT DERECHOS OFICIALES**

Las instalaciones, programas y proveedores de servicios contratados de DMHAS siguen el Procedimiento de quejas de clientes de DMHAS: [Estado de Connecticut Department De Salud Mental Y Servicios para adicción Connecticut.](#)

Cada instalación operada por DMHAS y el proveedor contratado designa a un Oficial de Derechos del Cliente (CRO) que trabaja con clientes para resolver su reclamo al nivel más bajo posible.

No todos los programas ofrecidos por una agencia están contratados por DMHAS. Hable con el Oficial de Derechos del Cliente de la agencia si tiene preguntas

ABILITY BEYOND CRO: Kate Travis CRO: Michelle Weinstein 4 Berkshire Boulevard, Bethel, CT 06801 www.abilitybeyond.org	BETHEL 203-826-3112 203-739-5996 203-775-8028	Region 5
ADVANCED BEHAVIORAL HEALTH, INC. CRO: Diane Achenbach-Zatorski 213 Court Street, Middletown, 06457 www.abhct.com	MIDDLETOWN 860-704-6367 860-704-6185 (fax)	Region 3
ADVOCACY UNLIMITED CRO: Maggie Taylor 114 West Main Street, Suite 105, New Britain, CT 06051	NEW BRITAIN 860-505-7581 860-259-5731 (fax)	Region 4

Advocacy Programs/ Programas de Defensa: Advocacy Unlimited (1-800-573-6929); Connecticut Legal Rights Project (1-877-402-2299); Disability Rights Connecticut (1-800-842-7303)

For information on the DMHAS Client Grievance Procedure go to: www.ct.gov/dmhas/crg or call the DMHAS Client Rights and Grievance Specialist: 860-418-7000 (Relay 7-1-1)

Para obtener información sobre el Procedimiento de Quejas del Cliente de DMHAS, visite: www.ct.gov/dmhas/crg o llame al Especialista de Derechos y Reclamos de los Derechos del Cliente de DMHAS: 860-418-7000 (Relé 7-1-1)



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER**

CLIENT RIGHTS OFFICERS

www.mindlink.org

APPLIED BEHAVIORAL AND RESEARCH INSTITUTE (ABRI) "HOMES FOR THE BRAVE" CRO Maria Satterwhite 655 Park Avenue 06604	BRIDGEPORT 203-338-0669	Region 1
APT FOUNDATION CRO Bob Freeman One Long Wharf Drive, Suite 321, 06511 PROGRAMS: LEGION ACCESS ACS NORTH HAVEN WEST HAVEN RESIDENTIAL PROGRAMS www.aptfoundation.org	NEW HAVEN 203-781-4600	Region 2
ARTREACH, INC. CRO Robin Fleming 401 W. Thames Street, Unit 702 06360 www.artreachheals.org	NORWICH 860-887-0014 860-887-1915 (fax)	Region 3
ASIAN FAMILY SERVICES CRO MuiMui Hin-McCormick 1921 Park Street, 06106 www.asianfamilyservices.org	HARTFORD 860-951-8770 x222	Region 4
BACKUS HOSPITAL (WILLIAM) (A HARTFORD HEALTHCARE PARTNER) Ashley Rice (Patient Advocate) 326 Washington Street 06360 www.backushospital.org	NORWICH 860-889-8331 x2196 860-823-6322 (fax)	Region 3
BLUE HILLS HOSPITAL (ADDICTION SERVICES DIVISION OF CT VALLEY HOSPITAL) CRO Deborah Williams 500 Vine Street, 06112 www.ct.gov/dmhas	HARTFORD 860-262-5108 860-293-6440	Region 4

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CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

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BRANFORD COUNSELING CENTER CRO Liz Nace 342 Harbor Street, 06405 www.branford-ct.gov/counseling.htm	BRANFORD 203-481-4248 203-483-7727 (fax)	Region 2
BRIDGE HOUSE CRO Lois Lewis 880 Fairfield Avenue, 06605 www.bridgehousect.org	BRIDGEPORT 203-335-5339 203-331-1694 (fax)	Region 1
BRIDGES - A COMMUNITY SUPPORT SYSTEM CRO Jennifer Fiorillo 949 Bridgeport Avenue 06460 www.bridgesmilford.org	MILFORD 203-878-6365 ex: 313	Region 2
CTE, INC. VIEWPOINT RECOVERY PROGRAM CRO Mark Wilson 104-06 Richmond Hill Avenue, 06902 Complaint to Counselor Level I Grievance – Grievance/Complaint filed with Counselor Level II Grievance – Appeal to Program Director	STAMFORD 203-356-1053	Region 1
CW RESOURCES, INC CRO Sandi Lavoy 200 Myrtle Street 06053 www.cwresources.org	NEW BRITAIN 860-229-7700 x218 860-229-6847 (fax)	Region 4
CAPITOL REGION MENTAL HEALTH CENTER CRO Crane Cesario CRO David Susanin, LCSW CRO Ralston Beckford 500 Vine Street, 06112 www.ct.gov/dmhas/crmhc	HARTFORD 860-297-0874 860-297-0815 860-297-0891 860-297-6356 (fax)	Region 4
CATHOLIC CHARITIES ARCHDIOCESE OF HARTFORD CRO Cynthia McKenna, LCSW 839-841 Asylum Avenue, 06105 PROGRAMS/SITES: WATERBURY SERVICE CENTER	HARTFORD 860- 728-2568 203-755-1196 x235	Region 4

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CLIENT RIGHTS OFFICERS

INSTITUTE FOR THE HISPANIC FAMILY 860-527-1124

<http://www.ccaoh.org>

CATHOLIC CHARITIES OF FAIRFIELD COUNTY CRO Michael Tintrup 237 Hewett Avenue, 06606 http://www.ccfairfield.org/	BRIDGEPORT 203-416-1305	Region 1
CATHOLIC CHARITIES OF FAIRFIELD COUNTY CRO Donna Earle Vitale 24 Grassy Plain Street, 06801 PROGRAMS/SITES: COMMUNITY SUPPORT PROGRAM HOMELESS OUTREACH TEAM NEW HEIGHTS CENTER http://www.ccfairfield.org/	BETHEL 203-748-0848 x227 203-796-0046 (fax)	Region 5
CENTER FOR HUMAN DEVELOPMENT CT OUTREACH CRO Tuoc Q. Phan, MA CRO Magdeline Benitez 237 Hamilton 2 nd Fl., 06106 www.chd.org	HARTFORD 860-951-3325 x105 860-951-3325 860-951-3328 (fax)	Region 4
CENTER FOR HUMAN DEVELOPMENT (CHD) CT OUTREACH – CROSSOVER GROUP HOMES CRO Nadine Williams 248 Laurel Street, 06105 www.chd.org	HARTFORD 860-728-6851 860-728-6853 (fax)	Region 4
CENTER FOR HUMAN DEVELOPMENT (CHD) CRO Lori Walling www.chd.org	DANBURY 203-596-9323 ext 102	Region 5
CENTER FOR HUMAN DEVELOPMENT (CHD) CT OUTREACH WEST – PILOTS PROGRAM CRO Lori Walling 51 Commercial Boulevard 06790	TORRINGTON 203-596-9323 ext 102	Region 5

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CLIENT RIGHTS OFFICERS

CENTER FOR HUMAN DEVELOPMENT (CHD) CT OUTREACH WEST CRO Lori Walling 965 South Main St 1 st Floor Front www.chd.org	WATERBURY 203-596-9323 ext 102 203-755-6122 (fax)	Region 5
CENTRAL NAUGAUCK VALLEY HELP, INC. CRO Libby Egrice 900 Watertown Avenue 06708 PROGRAMS/SITES: DRUG SERVICES GLENLUNAN MCAULIFFE MANOR ROGERS HOUSE TRAVISANO NETWORK WATKINS WYNNEWOOD RESIDENTIAL www.cnvhelp.org	WATERBURY 203-525-4093 203-756-8984 203-754-5276 860-567-9491 203-756-4029 203-794-1975 860-482-7242 860-482-1319	Region 5
CHARLOTTE HUNGERFORD HOSPITAL BEHAVIORAL HEALTH CENTER CRO Susan Theborge 540 Litchfield Street, P.O. Box 988 06790 www.charlottesweb.hungerford.org	TORRINGTON 860-496-6657. 860-496-6703 (fax)	Region 5
CHEMICAL ABUSE SERVICE AGENCY, INC. (CASA) CRO Kristin Bonilla 690 Arctic Street 06608	BRIDGEPORT 203-495-7710 ext. 122	Region 1
CHRYSALIS CENTER, INC. CRO Amber Freeman CRO Robert Michalman 255 Homestead Avenue, 06112 PROGRAMS/SITES: COMMUNITY CASE MANAGEMENT COMMUNITY EMPLOYMENT COMMUNITY SUPPORTIVE HOUSING RECOVERY AND EMPOWERMENT CENTER www.chrysaliscenterct.org	HARTFORD 860-263-4400	Region 4

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CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

CLIENT RIGHTS OFFICERS

COLUMBUS HOUSE, INC. NEW HAVEN [Region 2](#)
 CRO Maria LaPorto 203-772-4200
 586 Ella Grasso Boulevard 203-772-4097 (fax)
 P.O. Box 7093, 06519
www.columbushouse.org

COMMON GROUND MANAGEMENT CORP WILLIMANTIC [Region 3](#)
 CRO Nadia Lugo 860-450-9763
 819 Main Street 06226

COMMUNITY HEALTH CENTER, INC., MIDDLETOWN [Region 2](#)
 BEHAVIORAL HEALTH
 CRO Mandy Brule 860-347-6971
 635 Main Street 06457
www.chc1.com

COMMUNITY HEALTH RESOURCES (CHR) WINDSOR [Region 4](#)
 ADMINISTRATIVE OFFICES
 995 Day Hill Road 06095 860-731-5522
 CRO Enfield/Bloomfield Nicole Loos: 860-254-5112
 CRO Enfield/ Alaina Lasnier: 860-253-5031
 CRO Manchester Kishanna Sealey: 860-646-5995
 PROGRAMS/SITES
 ENFIELD: NORTH CENTRAL COUNSELING SERVICES
 ENFIELD: "SECONDWIND CLUBHOUSE"
 MANCHESTER: "WE CAN CLUBHOUSE"
 MANCHESTER: GENESIS CENTER
 ROCKVILLE: GENESIS CENTER SATELLITE
www.chrhealth.org

CHR SUBSTANCE ABUSE TREATMENT PROGRAMS
 Level I Grievance – Program Clinician
 Level II Grievance: CRO 860-771-4913
 CRO Nikole Perryman
 Ledgebrook Drive Mansfield Center 860-456-8765 (fax)
 PROGRAMS/SITES:
 DANIELSON.
 MANCHESTER
 PUTNAM



CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

CLIENT RIGHTS OFFICERS

MILESTONE INTENSIVE RESIDENTIAL PROGRAM
 NEW LIFE CENTER
 PATHWAYS
 THOMAS MURPHY CENTER WILLIMANTIC

www.chrhealth.org

COMMUNITY HEALTH SERVICES, INC., BEHAVIORAL HEALTH CRO Lorna Caban CRO Vidya Ganesan 500 Albany Avenue 06120 www.chshartford.org	HARTFORD 860-249-9625 x780 860-808-8704 860-808-8771 (fax)	Region 4
COMMUNITY MENTAL HEALTH AFFILIATES (CMHA) CRO Victor Incerti (Chief Program Officer) 270 John Downey Drive 06051 PROGRAMS ADULT SERVICES TEAM TIME SOCIAL CLUB CHILDREN AND FAMILY CENTER www.cmhacc.org	NEW BRITAIN 860-826-1358 ex 1649 860-229-6575 (fax)	Region 4
COMMUNITY RENEWAL TEAM BEHAVIORAL HEALTH CRO Heidi Lubetkin (<i>Interim</i>) 555 Windsor, 06120 www.crtct.org	HARTFORD 860-761-7900	Region 4
CONNECTICUT COMMUNITY FOR ADDICTION RECOVERY (CCAR) CRO: Yolibel Lebrón 198 Wethersfield Avenue, 06114	HARTFORD 860-560-8947 860-244-2228 (fax)	Region 4
CONNECTICUT COUNSELING CENTERS Level I Grievance – Counselor Level II Grievance – Program Director http://www.ctcounseling.org/ Robert Lambert, Executive Director 50 Brookside Rd. Waterbury, CT 06708	WATERBURY	Region 5



CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

CLIENT RIGHTS OFFICERS

CT COUNSELING CENTERS' PROGRAM SITES:

DANBURY

60 Beaver Brook Road, 06810
 Program Director:
 Stacy Benson, MS LADC 203-743-7574

NORWALK

20 North Main Street, 3rd Floor, 06854
 Program Director:
 Matthew Muzzetti, MA LADC 203-838-6508

WATERBURY

50 Brookside Rd. 06708
 Program Director:
 Alan Nolan, LCSW 203-568-7474

WATERBURY

4 Midland Road 06705
 Program Director:
 Christine Florio, MS. LPC 203-568-7474

CONNECTICUT MENTAL HEALTH CENTER

CRO Yvonne Pallotto
 34 Park Street 06519

NEW HAVEN [Region 2](#)
 203 974-7419
 203-974-6509 (fax)

PROGRAMS/SITES:

COMMUNITY SUPPORT PROGRAM (CSP) PLUS 203-974-7300
 CONSULTATION CENTER 203-789-7645
 HISPANIC CLINIC 203-974-5800
 SATU (Substance Abuse Treatment Unit) 203-974-5777
 WEST HAVEN MENTAL HEALTH CLINIC, 203-974-5900
www.ct.gov/dmhas/cmhc

CONNECTICUT RENAISSANCE, INC.

CRO Grace Gaynor
 PROGRAMS/SITES:

BRIDGEPORT [Region 1](#)
 203-336-5225 x2108

BRIDGEPORT: FAIRFIELD AVENUE
 BRIDGEPORT: GOLDEN HILL STREET
 NORWALK
 STAMFORD
 WATERBURY – (CT RENAISSANCE, INC. EAST)
www.ctrenaissance.com



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER**

CLIENT RIGHTS OFFICERS

CONNECTICUT VALLEY HOSPITAL P.O. Box 351, 06457	MIDDLETOWN 860-262-5000 860-262-5146 (fax)	Region 2
ADVOCACY AND GRIEVANCE Paul Beavers, Director of Client Rights Connecticut Valley Hospital Department of Recovery and Consumer Affairs	860-262-5642 860-262-5146 (fax)	

Client Rights Officers

CVH GENERAL PSYCHIATRY DIVISION
CRO Deborah Williams 860-262-510

CVH ADDICTIONS SERVICES DIVISION: MERRITT HALL
CRO Amanda Leach 860-262-5157

CVH ADDICTION SERVICES DIVISION: BLUE HILLS HOSPITAL
CRO Amanda Leach 860-262-5157
500 Vine Street, Hartford 06112 860-293-6440

Whiting Forensic and Dutcher are listed separately under Whiting Forensic Hospital

CONNECTION, INC. (THE) CRO Lisa Hansen 100 Roscommon Drive, Suite 203 06457	860 343-5500 x 1851	Region 2
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PROGRAMS/SITES:
BRIDGEPORT
GROTON
HARTFORD – Tower Avenue
MERIDEN – State Street
MIDDLETOWN –South Main Street
MIDDLETOWN – Eastern Drive
MIDDLETOWN –Liberty
MIDDLETOWN –Court Street
NEW HAVEN – Howe Street
NEW HAVEN – Orange Street (formerly “Cornerstone”)
OLD SAYBROOK
UNCASVILLE
WATERBURY
WILLIMANTIC
www.theconnectioninc.org



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER**

CLIENT RIGHTS OFFICERS

CONTINUUM OF CARE, INC. CRO David Ostrom 67 Trumbull Street, 06511 www.continuumct.com	NEW HAVEN 203-562-2264 x 229	Region 2
CORNELL SCOTT - HILL HEALTH CENTER CRO Juan Candelaria 428 Columbus Ave, 06519 PROGRAMS/SITES: ADULT MENTAL HEALTH AND COUNSELING SUBSTANCE USE TREATMENT GRANT STREET PARTNERSHIP SOUTH CENTRAL REHABILITATION CENTER (SCRC) 232 Cedar Street New Haven www.hillhealthcenter.com	NEW HAVEN 203-503-3211	Region 2
DAY KIMBALL HOSPITAL CRO Sharon Sawyer 320 Pomfret Street, 06260 www.daykimball.org	PUTNAM 860-928-6541 x 2433	Region 3
EASTER SEALS EMPLOYMENT CRO Craig Foley 122 Avenue of Industry 06705 www.waterburyct.easterseals.com	WATERBURY 203-236-0188 203-236-0183 (fax)	Region 5
EASTER SEALS GOODWILL INDUSTRIES REHABILITATION CENTER CRO Phyllis Hagen 95 Hamilton Street 06511 www.newhavengoodwill.easterseals.com	NEW HAVEN 203-777-2000 203-624-5600 (fax)	Region 2
EASTER SEALS, CAPITOL REGION & EASTERN CONNECTICUT CRO Rosalind Schuster 22 Prestige Park Circle 06108 www.hartford.easterseals.com	EAST HARTFORD 860-728-1061 x210 860-728-1065 (fax)	Region 4
EdADVANCE TRED PROGRAM	LITCHFIELD	Region 5



CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

CLIENT RIGHTS OFFICERS

CRO	Rose Forzano Box 909, 355 Goshen Rd 06759 http://edadvance.org/	860-567-0863 860-567-3381 (fax)	
FAMILY & CHILDREN’S AGENCY, INC. (COMMUNITY CONNECTIONS COUNSELING SERVICES)		NORWALK	Region 1
CRO	Maura McCarthy Rhodes 9 Mott Ave 4 th Floor 06850 http://familyandchildrenagency.org	203-855-8765 203-838-3325 (fax)	
FAMILY CENTERS, INC.		GREENWICH	Region 1
CRO	Robert Short 40 Arch Street, 06830 www.familycenters.org	203-869-4848	
FARRELL TREATMENT CENTER		NEW BRITAIN	Region 3
CRO	Jeff Davis 586 Main Street , 06050 http://www.farrell-tc.com/	860-225-4641	
FELLOWSHIP PLACE		NEW HAVEN	Region 2
CRO	Veronica Vidal 441 Elm Street 06515 www.fellowshipplace.org	203-401-4227 x1243 203-789-4451 (fax)	
F.S. DUBOIS CENTER (SOUTHWEST CT MENTAL HEALTH SYSTEM)		STAMFORD	Region 1
CRO	Mary Bridget Culhane 780 Summer Street 06905 www.ct.gov/dmhas/swcmhs	203-388-1559	
GATEWAY COMMUNITY TREATMENT PROGRAM (SEE GILEAD COMMUNITY SERVICE)		CHESTER	Region 2
	86 Middlesex Avenue, 06412		
CRO	Linda Walsh	860-343-5300 x12	
GILEAD COMMUNITY SERVICE		MIDDLETOWN	Region 2
CRO	Linda Walsh P.O. 1000, 222 Main Street Ext., 06457	860-343-5300 x12 860-343-5306 (fax)	

PROGRAMS:



CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

CLIENT RIGHTS OFFICERS

GATEWAY COMMUNITY TREATMENT PROGRAM GILEAD SOCIAL CLUB www.gileadcs.org		
GOODWILL INDUSTRIES OF WESTERN AND NORTHERN CT CRO Nicholas Wilson 165 Ocean Street, 06605 www.goodwillwct.org	BRIDGEPORT 203-581-5320	Region 1
GREATER BRIDGEPORT COMMUNITY MENTAL HEALTH CENTER (GBCMHC) (SOUTHWEST CT MENTAL HEALTH SYSTEM) CRO Howard Goldberg 1635 Central Avenue 06610 www.ct.gov/dmhas/swcmhs	BRIDGEPORT 203-551-7031 203-579-6305 (fax)	Region 1
GUARDIAN AD LITEM SERVICES, INC. CRO Amanda Linsley 175 Church Street, Suite 202, 06770 www.melissasproject.org	NAUGATUCK 203-723-4332 x102 203-723-9250 (fax)	Region 5
HALL-BROOKE BEHAVIORAL HEALTH SERVICES, INC. (A SERVICE OF ST. VINCENT'S BEHAVIORAL HEALTH SERVICES) CRO Joyce Platz, (<i>Interim</i>) 47 Long Lots Road, 06880 www.hallbrooke.org	WESTPORT 203-341-4532	Region 1
HANDS ON HARTFORD CENTER CITY CHURCH'S INC/PETER'S RETREAT CRO Barbara Shaw 100 Constitution Plaza, Suite 721, 06106 http://www.handsonhartford.org	HARTFORD 860-247-4140	Region 4
HARTFORD BEHAVIORAL HEALTH CRO Tahari Austin One Main Street, 06106 www.hartfordbehavioralhealth.org	HARTFORD 860-272-4631 860-524-7781 (fax)	Region 4
HARTFORD HOSPITAL/INSTITUTE OF LIVING	HARTFORD	Region 4



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
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(A HARTFORD HEALTHCARE PARTNER) CRO Arthur Guerra Todd Building, 200 Retreat Avenue, 06106 www.instituteofliving.org	860-545-7349	
HISPANIC CLINIC OF THE CONNECTICUT MENTAL HEALTH CENTER (SEE: CONNECTICUT MENTAL HEALTH CENTER)	NEW HAVEN	Region 2
HOMES FOR THE BRAVE, (SEE: APPLIED BEHAVIORAL AND RESEARCH INSTITUTE (ABRI))	BRIDGEPORT	Region 1
IMMACULATE CONCEPTION (Louise Gilbert Executive Director) 39 Russ Street 06106 http://immacare.org/	HARTFORD 860-724-4823 860-293-0513 (fax)	Region 4
INSPIRICA, INC. CRO Noel Kammermann 141 Franklin St 06901 http://inspiricact.org/	STAMFORD 203-388-0123 203-363-5927	Region 1
INTERCOMMUNITY MENTAL HEALTH CENTER CRO Jessica LeRoy PROGRAMS/SITES ADULT SERVICES ALCOHOL AND DRUG RECOVERY CENTERS (500 Blue Hills Ave Hartford) A COMMON GROUND SUPERVISED HOUSING PROGRAM www.icmhg.org	EAST HARTFORD 860-216-3978	Region 4
INTERFAITH HOUSING ASSOCIATION (Jeff Wieser, Chief Executive Officer) 49 Richmondville Avenue 06880 www.ihawestport.com	WESTPORT 203-226-3428	Region 1
KENNEDY CENTER, INC. CRO Valerie Reyher 2440 Reservoir Avenue 06611 www.thekennedycenterinc.org	TRUMBULL 203-365-8522 ext 267	Region 1



CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
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KEYSTONE HOUSE CRO Nicole Murray-King 141 East Ave 06851 www.keystonehouse.org	NORWALK 203-857-1115 203--956-7850 (fax)	Region 1
KUHN EMPLOYMENT OPPORTUNITIES CRO Dana Nair 100 Plaza Middlesex 06457 www.kuhngroup.org	MIDDLETOWN 860-347-8923 x202 860-347-1580 (fax)	Region 2
LAUREL HOUSE CRO Cathy Devine 1616 Washington Boulevard 06902 http://laurelhouse.net	STAMFORD 203-984-8727	Region 1
LAWRENCE & MEMORIAL HOSPITAL CRO Verna Swann 365 Montauk Avenue 06320 www.lmhospital.org	NEW LONDON 860-442-0711 x5032	Region 3
LEEWAY, INC (Jay Katz, CEO) 40 Albert Street, 06511 www.leeway.net	NEW HAVEN 203-865-0068 203-865-0399 (fax)	Region 2
LIBERTY COMMUNITY SERVICES, INC. CRO Michael Hall 254 College Street, 2 nd Floor, 06510 www.libertycs.org	NEW HAVEN 203-497-2305	Region 2
LIBERATION PROGRAMS Cary Ostrow (Interim Client Rights Officer) Level I Grievance – Counselor Level II Grievance – Program Director Level III Grievance – Executive Director ADMINISTRATIVE OFFICE 129 Glover Ave. 06850 PROGRAMS/SITES: BRIDGEPORT:	NORWALK 203-851-2077 203-323-1047 (fax)	Region 1



CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

CLIENT RIGHTS OFFICERS

STAMFORD:

<http://www.liberationprograms.org/Home>

LIFE BRIDGE COMMUNITY SERVICES

CRO Dawn Hatchett,
475 Clinton Avenue, 06605
<http://www.lifebridgect.org/>

BRIDGEPORT
203-368-5553

[Region 1](#)

MARRAKECH DAY SERVICES, INC.

CRO Marc Chartier
Lunar Drive, 06625
www.marrakechinc.org

WOODBIDGE
203-389-2970 x1312

[Region 2](#)

MARTIN HOUSE

CRO Paula Oberg
401 West Thames Street

NORWICH
860-889-6150

[Region 3](#)

MCALL CENTER FOR BEHAVIORAL HEALTH

CRO Dean Sheehan
58 High Street

TORRINGTON
860-496-2100
Fax: 860-496-2111

[Region 5](#)

MENTAL HEALTH CONNECTICUT (MHC)

CRO Michael Culmo
61 S. Main St. Suite 206 06107

WEST HARTFORD
860-529-1970 ext. 118
Fax: 860-529-6833

[Region 4](#)

PROGRAM SITES:

BRIDGEPORT

[Region 1](#)

DANBURY

[Region 5](#)

TORRINGTON

[Region 5](#)

PARKVIEW APARTMENTS

RESPITE HOUSING

STAMFORD

[Region 1](#)

WATERBURY

[Region 5](#)

WATERBURY EMPLOYMENT SERVICES,

WATERBURY RESIDENTIAL SERVICES

INDEPENDENCE CENTER

WEST HARTFORD

[Region 4](#)

ROBINSON HOUSE

CHOICES II EMPLOYMENT

www.mhconn.org



CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

CLIENT RIGHTS OFFICERS

MERCY HOUSING CRO Maria Gomes 211 Wethersfield Avenue, 06114 www.mercyhousingct.org	HARTFORD 860-808-2042	Region 4
MICAH HOUSING, INC. CRO Carla Miklos, Director 50 Nichols Street, 06824	FAIRFIELD 203-254-2934	Region 1
MIDDLESEX HOSPITAL BEHAVIORAL HEALTH CRO Terry DiPietro 28 Crescent Street 06457 CASE MANAGEMENT PROGRAM www.midhosp.org	MIDDLETOWN 860-343-8802 860-358-8829 (fax)	Region 2
MIDWESTERN CONNECTICUT COUNCIL ON ALCOHOLISM (MCCA) ADMINISTRATIVE OFFICES CRO Jaya Daptardar 38 Old Ridgebury Road, 06810 PROGRAMS/SITES DETOXIFICATION AND EVALUATION PROGRAM GAMBLING PROGRAM OUTPATIENT PROGRAM LATINO OUTREACH MCDONOUGH HOUSE WOMEN’S PROGRAM/PREGNANT AND PARENTING STRENGTHENING FAMILIES PROGRAM TRINITY GLEN https://mccaonline.com/about-us/program-directors/ www.mccaonline.com	DANBURY 203-792-4515 ext 1201	Region 5
MY PEOPLE CLINICAL SERVICES, LLC CRO Eugene Milan 915 ASYLUM AVE. 06105 www.mypeople-ct.com	HARTFORD 860-656-0450	Region 4

Advocacy Programs/ Programas de Defensa: Advocacy Unlimited (1-800-573-6929); Connecticut Legal Rights Project (1-877-402-2299); Disability Rights Connecticut (1-800-842-7303)

For information on the DMHAS Client Grievance Procedure go to www.ct.gov/dmhas/crg or call the DMHAS Client Rights and Grievance Specialist: 860-418-7000 (Relay 7-1-1)

Para obtener información sobre el Procedimiento de Quejas del Cliente de DMHAS, visite: www.ct.gov/dmhas/crg o llame al Especialista de Derechos y Reclamos de los Derechos del Cliente de DMHAS: 860-418-7000 (Relé 7-1-1)



CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

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<p>MY SISTER’S PLACE III CRO Kathy Shaw CRO Ann Viner 102 Pliny Street 06120 www.sistersplacect.org</p>	<p>HARTFORD 860-895-6629 860-549-1634</p>	<p>Region 4</p>
<p>NATCHAUG HOSPITAL (A HARTFORD HEALTHCARE PARTNER) CRO Megan Carroll CRO Nisal Hewathanthri 189 Storrs Road 06250 www.natchaug.org</p>	<p>MANSFIELD 860-456-1311 860-456-1311 860-423-6114 (fax)</p>	<p>Region 3</p>
<p>NEW DIRECTIONS OF NORTH CENTRAL CT (Chris Leary Executive Director) 113 Elm Street, Suite 204 06082 http://newdirectionsct.org</p>	<p>ENFIELD 860-741-3001, ext 303</p>	<p>Region 4</p>
<p>NEW HAVEN HOME RECOVERY, INC. CRO Kara Beedetto-Capobianco 153 East Street, Suite 300, 06511 www.nhr.org</p>	<p>NEW HAVEN 203-492-4866</p>	<p>Region 2</p>
<p>NEW LONDON HOSPITALITY CENTER CRO: Ronald Steed 730 State Pier Road 06320 CASE MANAGEMENT SERVICES https://www.nlhhc.org/</p>	<p>NEW LONDON 860-439-1573 x122</p>	<p>Region 3</p>
<p>NEW MILFORD HOSPITAL BEHAVIORAL HEALTH SERVICES (SEE WESTERN CONNECTICUT HEALTH NETWORK) CRO</p>	<p>NEW MILFORD</p>	<p>Region 5</p>
<p>NORTH CENTRAL COUNSELING SERVICES CRO Kimberly Ward Meyer CRO Nicole Hirth 153 Hazard Avenue, Enfield 06082 PROGRAMS/SITES:</p>	<p>ENFIELD 860-253-5035 860-741-4392 860-253-5036 / 5030(fax)</p>	<p>Region 4</p>



CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

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SATELLITE – BLOOMFIELD 860-243-6585
 693 Bloomfield Avenue, Bloomfield 06002
www.chrhealth.org

NORWALK HOSPITAL, COMMUNITY SUPPORT PROGRAM AND BEHAVIORAL HEALTH Ellen Rogan 34 Maple Street 06856	NORWALK 203-218- 9812	Region 1
PROGRAMS/SITES: COMMUNITY SUPPORT PROGRAM OUT PATIENT		

OPTIMUS HEALTH CARE, INC. (BENNETT BEHAVIORAL HEALTH) (Marisol Diaz, Dir. Practice Management) 982 East Main Street 06608	BRIDGEPORT 203- 696-3260	Region 1
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PATHWAYS, INC CRO Ron Kaiban 175 Millbank Ave, 06830	GREENWICH 203-869-0378	Region 1
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PERCEPTION PROGRAMS, INC. CRO TBA Kristie Scott, CEO 134 Church Street, 06226	WILLIMANTIC 860-450-7122 860-450-7127 (fax)	Region 3
PROGRAM/SITES: OUTPATIENT PERCEPTION HOUSE www.perceptionprograms.org		

PACIFIC HOUSE (FORMALLY SHELTER FOR THE HOMELESS) CRO Sam Pacheco . 597 Pacific Street, 06902	STAMFORD 203-348-2792	Region 1
http://www.pacifichouse.org		

PRIME TIME HOUSE CRO Zac Ritchie 810 Main Street 06790	TORRINGTON 860-618-2479 860-618-2478 (fax)	Region 5
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Advocacy Programs/ Programas de Defensa: Advocacy Unlimited (1-800-573-6929); Connecticut Legal Rights Project (1-877-402-2299); Disability Rights Connecticut (1-800-842-7303)

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**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
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<http://www.primetimehouse.org/>

RECOVERY NETWORK OF PROGRAMS, INC (RNP)	SHELTON	Region 2
CENTER FOR HUMAN SERVICES		
CRO Linda Mosel	203-929-1954 x116	
2 Trap Falls, Suite 405 06484	203-929-1279 (fax)	
http://www.recovery-programs.org/		
PROGRAMS/SITES		
FIRST STEP		
HORIZONS		
HUNTINGTON HOUSE		
IRANISTAN HOUSE		
KINSELLA TREATMENT CENTER		
MCGRATH HOUSE		
NEW PROSPECTS		
PROSPECT HOUSE		
RECOVERY ADOLESCENT PROGRAM/ANNEX AND DRUG INTERVENTION PROGRAM		
RECOVERY COUNSELING SERVICES		
SEAVIEW APARTMENTS		
SUPERVISED APARTMENTS		
URBAN MODEL INITIATIVE		
CENTER FOR HUMAN SERVICES		

RELIANCE HEALTH	NORWICH	Region 3
CRO: Deborah Walker	860-848-2800	
Southeastern Regional Action Council,		
228 West Town Street Norwich, CT 06360		
David Burnet, CEO, Reliance Health	860-887-6536	
40 Broadway, Norwich, CT 06360		
www.reliancehealthinc.org/		

RIVER VALLEY SERVICES	MIDDLETOWN	Region 2
CRO: Megan Goodfield	860-262-5371	
Silver Street, P.O. Box 351 Middletown, 06457	860-262-5356 (fax)	
www.ct.gov/dmhas/rvs		

ROOT CENTER FOR ADVANCED RECOVERY (A trade name of HARTFORD DISPENSARY)	MANCHESTER	Region 4
CRO Alvin Fryxell	860-525-2181	



CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

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345 Main St. Hartford, CT 06106
 Administrative Offices
 335 Broad Street Manchester, CT 06108 860-643-3200

PROGRAMS/SITES:

BRISTOL
 HARTFORD – Main Street
 HARTFORD – Weston Street
 MANCHESTER
 NEW BRITAIN
 NEW LONDON
 TORRINGTON
 WILLIMANTIC

RUSHFORD, (A HARTFORD HEALTHCARE PARTNER)	MERIDEN	Region 2
CRO Deanna Bencivengo	203-630-5219	
CRO Kathy Demers	203-630-5316	
883 Paddock Avenue 06450	203-634-7013 (fax)	
www.rushfordcenter.org		

SUPPORTIVE ENVIRONMENTAL LIVING FACILITY, INC. (SELF, INC)	WATERBURY	Region 5
CRO Madelyn Reyes	203-759-2074 (Admin)	
19 Fourth Street 06708	203-759-2094 (fax)	

SOUND COMMUNITY SERVICES, INC.	NEW LONDON	Region 3
CRO Laura Hurlbirt	860-439-6412	
21 Montauk Avenue, Suite 301	860-439-6400 (Admin)	
PO Box 2170 06320	860-439-6423 (fax)	
www.soundcommunityservices.org		

SOUTH CENTRAL PEER SERVICES	NEW HAVEN	Region 2
CRO Janice Campbell	203-498-4160	
205 Whitney Avenue 06511		
www.scbhn.org		

SOUTHEASTERN CT COUNCIL ON ALCOHOL AND DRUG DEPENDENCE, INC. (SCADD)	LEBANON	Region 3
CRO Stacey Lawton	860-886-2495 ext 204	
37 Camp Mooween Road 06249		



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
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PROGRAMS/SITES:

LEBANON PINES
ACUTE CARE AND EVALUATION (DETOX)
HALFWAY HOUSE FOR WOMEN
HALFWAY HOUSE FOR MEN
LIBERTY HOUSE
OUTPATIENT SERVICES
www.scadd.org

SOUTHEASTERN MENTAL HEALTH AUTHORITY (SMHA)	NORWICH	Region 3
CRO Katie Hatfield	860-859-4543	
401 West Thames St., Bldg 301 06360	860-859-4783 (fax)	
www.ct.gov/dmhas/smha		

SOUTHWEST CT MENTAL HEALTH SYSTEM – F. S. DUBOIS CENTER	STAMFORD	Region 1
CRO Mary Bridget Culhane	203-388-1600 (General Information)	
780 Summer Street 06905	203-388-1559	
www.ct.gov/dmhas/swcmhs		

SOUTHWEST CT MENTAL HEALTH SYSTEM – COMMUNITY BASED SERVICES	BRIDGEPORT	Region 1
CRO Howard Goldberg	203-551-7400 (General Information)	
97-Middle St 06604	203-551-7031, 203-579-6305 (fax)	
www.ct.gov/dmhas/swcmhs		

F.S. DUBOIS CENTER	STAMFORD
CRO Mary Bridget Culhane	203-388-1559
GREATER BRIDGEPORT COMMUNITY MENTAL HEALTH CENTER (GBCMHC)	BRIDGEPORT
CRO Howard Goldberg	203-551-7031
1635 Central Avenue 06610	203-579-6305 (fax)

ST. MARY’S HOSPITAL BEHAVIORAL HEALTH CARE SERVICES	WATERBURY	Region 5
CRO Vincent Delaney	203-709-3356	
10 Jefferson Square 06706		
www.stmh.org		

ST. RAPHAEL HEALTHCARE ADULT	NEW HAVEN	Region 2
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OUTPATIENT PSYCHIATRIC SERVICES		
CRO Susan Cutillo 1294 Chapel Street 06511 www.srhs.org	203-784-8754 203-784-8703	
ST. VINCENT DEPAUL MIDDLETOWN CRO Terry Carbone P.O. Box 398, 617 Main Street, 06457 www.stvincentdepaulplace.org	MIDDLETOWN 860-347-4059 860-343-0023 (fax)	Region 2
ST. VINCENT DEPAUL SOCIETY CRO Bonnie Cocchiola 173 Mark Lane 06704	WATERBURY 203-755-0626 203-754-2644 (fax)	Region 5
ST. VINCENT DEPAUL SOCIETY CASA DeROSA GROUP HOME CRO Angela Rosa 86-88 Midland 06705	WATERBURY 203-753-3342 203-753-9900 (fax)	Region 5
ST. VINCENT'S BEHAVIORAL HEALTH SERVICES (AFFILIATED WITH: HALLBROOKE-BEHAVIORAL HEALTH) CRO Joyce Platz, (<i>Interim</i>) 47 Long Lots Road, 06880 www.hallbrooke.org	BRIDGEPORT 203-341-4532	Region 1
STAMFORD HOSPITAL CRO Liz McKinlay 30 Shelburne Road, 06904	STAMFORD 203-276-4147 203-276-7223 (fax)	Region 1
THAMES VALLEY COUNCIL FOR COMMUNITY ACTION, INC.(TVCCA) CRO Michael LaSage One Sylvandale Road 06351 www.tvcca.org	JEWETT CITY 860-425-6560	Region 3
UNITED COMMUNITY & FAMILY SERVICES, INC: BETTOR'S CHOICE CRO Sharon Laliberte 47 Town Street 06360 www.ucfs.org	NORWICH 860-892-7042 x1218 860-823-3002 (fax)	Region 3



CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

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UNITED SERVICES, INC. DAYVILLE [Region 3](#)
CRO Sandra Long 860-774-2020 ext. 4675
CRO Debra Rivard 860-774-2020 ext. 4676
1007 North Main St., 06241 860-774-0826 (fax)

PROGRAMS/SITES:

ADDICTION RECOVERY OUTPATIENT SERVICES
ADULT MENTAL HEALTH OUTPATIENT SERVICES
SOCIAL REHABILITATION "Club House":
WILLIMANTIC: LIGHTHOUSE 860-423-7791
DANIELSON: WELCOME ARMS 860-928-6130

www.unitedservicesct.org

WATERBURY HOSPITAL HEALTH CENTER WATERBURY [Region 5](#)
CRO Thomas Czarkosky LMFT
Director of Ambulatory Behavioral Health 203-573-6738
64 Robbins Street 06702
Crisis Program
DBT Intensive Outpatient
Grandview Adult OP
Homeless Outreach
Outpatient Expansion
www.waterburyhospital.com

WE CAN CLUBHOUSE MANCHESTER [Region 4](#)
(SEE: CHR, MANCHESTER)

WELLMORE BEHAVIORAL HEALTH WATERBURY [Region 5](#)
(CRO) Christie Hunnicutt, LCSW
Vice President Adult Services 203-755-1143 ex 4350
402 East Main Street 06702 203-753-3274 (fax)
<http://wellmore.org/>

WESTERN CT HEALTH NETWORK DANBURY [Region 5](#)
DANBURY HOSPITAL COMMUNITY CENTER FOR BEHAVIORAL HEALTH
NEW MILFORD HOSPITAL BEHAVIORAL HEALTH SERVICES
CRO Anthony Frias 860-354-3762
152 West Street, Danbury 06810
21 Elm Street, New Milford 06776
PROGRAMS/SITES



CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER

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DANBURY: IOP, 152 WEST ST
 DANBURY: CRISIS, 24 HOSPITAL AVE
 NEW MILFORD: OP, 23 POPLAR ST
www.westernconnecticuthealthnetwork.org

WEST HAVEN MENTAL HEALTH CLINIC CRO Maria Oliva 270 Center St. 06516	WEST HAVEN 203-974-7352 203-974-5900	Region 2
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WESTERN CT MENTAL HEALTH NETWORK– Administrative Offices Rowland State Government Center 55 West Main Street, Suite 410 Waterbury, CT 06702-2004	203-805-6400 203-805-6432 (fax)	Region 5
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DANBURY AREA SITE CRO Debra Mandra 78 Triangle Street 06810	DANBURY 203-805-5350 203-448-3200
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TORRINGTON AREA TORRINGTON SITE CRO Michael Lonergan 249 Winsted Road 3 rd Floor 06790	TORRINGTON 860-496-3700 860-496-3800 (fax)
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WATERBURY AREA SITE CRO Debra Mandra 95 Thomaston Avenue 06702 www.ct.gov/dmhas/wcmhn	WATERBURY 203-805-5350 203-805-5310 (fax)
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WHEELER CLINIC, INC. CONNECTICUT CLEARINGHOUSE CRO Sandra Cohen, MA CPHQ 334 Farmington Avenue 06062 www.wheelerclinic.org www.ctclearinghouse.org	PLAINVILLE 860-793-3199	Region 4
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WHITING FORENSIC HOSPITAL P.O. Box, 70 CRO Shantika Canty-Porter CRO	MIDDLETOWN 06457 860-262-5141 860-262-5146 (fax)	Region 2
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YALE BEHAVIORAL HEALTH SERVICES CRO Maureen McCarthy 95 Circular Avenue, 06514	HAMDEN 203-288-6253 203-288-0448 (fax)	Region 2
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www.communityservicesnetwork.org

YOUTH CHALLENGE of CT
15 May Street Hartford, CT
CRO Esther Gonzalez-Torrez
<http://www.youthchallenge.org>

HARTFORD
860-728-5199

[Region 4](#)