



February 24, 2020

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

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 provided by an agency on this list are contracted by DMHAS. Speak to the agency's Client Rights Officer if you have questions

This list is available in other formats upon request by contacting DMHAS Office of the Commissioner: 860-418-7000

CLIENT DERECHOS OFICIALES PARA EL CONECTICUT DEPARTAMENTO DE SERVICIOS DE SALUD MENTAL Y ADICCIÓN (DMHAS) Y PROVEEDOR CONTRATADO DE DMHAS

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

Esta lista está disponible en otros formatos a solicitud contactando a la Oficina del Comisionado del DMHAS: 860-418-7000

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: Paul Zakarian 213 Court Street Middletown, CT 06457 www.abhct.com	MIDDLETOWN 860-704-6128 (Fax: 860-704-6185)	Region 3

For information on "Supported Recovery Housing" providers call ABH: 860-638-5309.

Para información de proveedores de "Viviendas de recuperación con apoyo", llame a ABH (860-638-5309).

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**

ADVOCACY UNLIMITED CRO: Paul Acker 114 West Main Street, Suite 105 New Britain, CT 06051 https://advocacyunlimited.org/	NEW BRITAIN 860-505-7581 (Fax: 860-259-5731)	Region 4
APPLIED BEHAVIORAL AND RESEARCH INSTITUTE (ABRI) "HOMES FOR THE BRAVE" CRO Maria Satterwhite 655 Park Ave. Bridgeport, CT 06604	BRIDGEPORT 203-338-0669	Region 1
APT FOUNDATION CRO Bob Freeman One Long Wharf Drive, Suite 321, New Haven, CT 06511 PROGRAMS SITES: NEW HAVEN NORTH HAVEN WEST HAVEN RESIDENTIAL PROGRAMS www.aptfoundation.org	NEW HAVEN 203-781-4600	Region 2
ARTREACH, INC. CRO TBA 401 W. Thames Street, Unit 702 Norwich, CT 06360 www.artreachheals.org	NORWICH 860-887-0014 (Fax: 860-887-1915)	Region 3
BACKUS HOSPITAL (WILLIAM) (HARTFORD HEALTHCARE) Kerrie Theffeault 326 Washington Street Out Patient Norwich, CT 06360 PROGRAMS OUT PATIENT www.backushospital.org	NORWICH 860-889-8331 (Fax: 860-823-6322)	Region 3
BHCARE CRO: Nancy Patrick 435 East Main Street, P O Box 658 Ansonia CT 06401 https://www.bhcare.org	ANSONIA/BRANFORD 203-483-2630 ext. 2227 203-736-2601 ext. 2227	Region 2

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BLUE HILLS HOSPITAL (ADDICTION SERVICES DIVISION OF CT VALLEY HOSPITAL) CRO Deborah Williams 500 Vine Street, Hartford, CT 06112 www.ct.gov/dmhas	HARTFORD 860-262-5108 or 860-293-6440	Region 4
BRANFORD COUNSELING CENTER CRO Liz Nace 342 Harbor Street, Branford, CT 06405 www.branford-ct.gov/counseling.htm	BRANFORD 203-481-4248 (Fax: 203-483-7727)	Region 2
BRIDGE HOUSE CRO Lois Lewis 880 Fairfield Ave, Bridgeport, CT 06605 www.bridgehousect.org	BRIDGEPORT 203-335-5339 (Fax: 203-331-1694)	Region 1
BRIDGES HEALTHCARE INC. CRO Jennifer Fiorillo 949 Bridgeport Ave. Milford, CT 06460 www.bridgesmilford.org	MILFORD 203-878-6365 ex: 313	Region 2
CTE, INC. VIEWPOINT RECOVERY PROGRAM CRO Mark Wilson 104-06 Richmond Hill Ave., Stamford, CT 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 New Britain, CT 06053 www.cwresources.org	NEW BRITAIN 860-229-7700 x218 (Fax: 860-229-6847)	Region 4
CAPITOL REGION MENTAL HEALTH CENTER CRO Crane Cesario CRO David Susanin, LCSW CRO Ralston Beckford CRO Mark Meola 500 Vine Street, Hartford, CT 06112 www.ct.gov/dmhas/crmhc	HARTFORD 860-297-0874 860-297-0865 860-297-0891 860-297-0885 (Fax: 860-297-6356)	Region 4

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CATHOLIC CHARITIES ARCHDIOCESE OF HARTFORD CRO Cynthia McKenna, LCSW 839-841 Asylum Ave., 06105 PROGRAMS/SITES: WATERBURY SERVICE CENTER INSTITUE FOR THE HISPANIC FAMILY http://www.ccaoh.org	HARTFORD 860- 728-2568 203-755-1196 x235 860-527-1124	Region 4
CATHOLIC CHARITIES OF FAIRFIELD COUNTY CRO Michael Tintrup 237 Hewett Ave., Bridgeport, CT 06606 http://www.ccfairfield.org/	BRIDGEPORT 203-416-1305	Region 1
CATHOLIC CHARITIES OF FAIRFIELD COUNTY CRO Donna Earle Vitale 24 Grassy Plain Street, Bethel, CT 06801 PROGRAMS/SITES: COMMUNITY SUPPORT PROGRAM HOMELESS OUTREACH TEAM NEW HEIGHTS CENTER http://www.ccfairfield.org/	BETHEL 203-748-0848 x227 (Fax: 203-796-0046)	Region 5
CENTER FOR HUMAN DEVELOPMENT CT OUTREACH CRO Magdalene Benitez 705-A New Britain Ave, Hartford, CT 06106 www.chd.org	HARTFORD 860-951-3325 (Fax: 860-951-3328)	Region 4
CENTER FOR HUMAN DEVELOPMENT (CHD) CT OUTREACH – CROSSOVER GROUP HOMES CRO Nadine Williams 248 Laurel Street, Hartford, CT 06105 www.chd.org	HARTFORD 860-728-6851 (Fax: 860-728-6853)	Region 4
CENTER FOR HUMAN DEVELOPMENT (CHD) CT-OUTREACH WEST CRO Lori Walling 965 South Main St Sute 1	DANBURY 203-596-9323 ext 102 (Fax: 203-755-6122)	Region 5

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

Waterbury, CT 06706
PROGRAMS

PILOTS DANBURY
PILOTS TORRINGTON
PILOTS WATERBURY
www.chd.org

CENTRAL NAUGAUCK VALLEY HELP, INC.	WATERBURY	Region 5
CRO: Lori Byrns	203-756-8984	
900 Watertown Ave.		
Waterbury, CT 06708		
PROGRAMS/SITES:		
DRUG SERVICES	203-756-8984	
GLENLUNAN	203-754-5276	
MCAULIFFE MANOR	860-567-9491	
ROGERS HOUSE	203-756-4029	
TRAVISANO NETWORK	203-794-1975	
WATKINS	860-482-7242	
WYNNEWOOD RESIDENTIAL	860-482-1319	
www.cnvhelp.org		

CHARLOTTE HUNGERFORD HOSPITAL BEHAVIORAL HEALTH CENTER (HARTFORD HEALTHCARE)	TORRINGTON	Region 5
CRO Susan Theborge	860-496-6657.	
540 Litchfield Street, P.O. Box 988	(Fax: 860-496-6703)	
Torrington, CT 06790		

CHEMICAL ABUSE SERVICE AGENCY, INC. (CASA)	BRIDGEPORT	Region 1
CRO Kristin Bonilla	203-495-7710 ext. 122	
690 Arctic Street Bridgeport, CT 06608		

CHRYSALIS CENTER, INC.	HARTFORD	Region 4
CRO Amber Freeman	860-263-4400	
CRO Robert Michalman		
255 Homestead Ave., Hartford, CT 06112		
PROGRAMS/SITES:		
COMMUNITY CASE MANAGEMENT		
COMMUNITY EMPLOYMENT		
COMMUNITY SUPPORTIVE HOUSING		



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
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RECOVERY AND EMPOWERMENT CENTER
www.chrysaliscenterct.org

COLUMBUS HOUSE, INC. CRO Dan Shetler 586 Ella Grasso Boulevard P.O. Box 7093, New Haven, CT 06519 www.columbushouse.org	NEW HAVEN 203-772-4200 (Fax: 203-772-4097)	Region 2
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COMMUNITY HEALTH CENTER, INC., BEHAVIORAL HEALTH CRO Mandy Brule 635 Main Street Middletown, CT 06457 www.chc1.com	MIDDLETOWN 860-347-6971	Region 2
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COMMUNITY HEALTH RESOURCES (CHR) ADMINISTRATIVE OFFICES 2 Waterside Crossing, Suite 400; Windsor, CT 06095 860-731-5522 CRO Enfield/Bloomfield Alaina Lasnier: 860 253-5031 CRO Manchester Annette Diaz: 860-576-4470 CRO Manchester Amber Morton 860-783-5924 CRO Windsor Katherine McDonald: 860-697-3511 PROGRAMS/SITES: ENFIELD ENFIELD: "SECONDWIND CLUBHOUSE" BLOOMFIELDT MANCHESTER: "WE CAN CLUBHOUSE" MANCHESTER: The Center for Health & Wellness	WINDSOR	Region 4
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CHR SUBSTANCE ABUSE TREATMENT PROGRAMS
CRO Enfield/Bloomfield Steven Hurley: 860-992-7928
CRO Enfield Kate Battista: 860-835-7415
CHR 433 Valley Street, Willimantic, CT 860-456-7200
PROGRAMS/SITES:
DANIELSON
ENFIELD
MANCHESTER
PUTNAM
MILESTONE INTENSIVE RESIDENTIAL PROGRAM
NEW LIFE CENTER



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
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PATHWAYS ROOTS TO RECOVERY WILLIMANTIC www.chrhealth.org		
COMMUNITY HEALTH SERVICES, INC., BEHAVIORAL HEALTH CRO Lorna Caban CRO Vidya Ganesan 500 Albany Ave. Hartford, CT 06120 www.chshartford.org	HARTFORD 860-249-9625 x780 860-808-8704 (Fax: 860-808-8771)	Region 4
COMMUNITY MENTAL HEALTH AFFILIATES (CMHA) CRO Victor Incerti (Chief Program Officer) 233 Main St. New Britain, CT 06051 PROGRAMS ADULT SERVICES TEAM TIME SOCIAL CLUB CHILDREN AND FAMILY CENTER www.cmhacc.org	NEW BRITAIN 860-826-1358 ex 1649 (Fax: 860-229-6575)	Region 4
COMMUNITY RENEWAL TEAM BEHAVIORAL HEALTH/ASIAN FAMILY SERVICES CRO Janet Rodriguez CRO Elia Vecchitio 555 Windsor, CT 06120 www.crtct.org	HARTFORD 860-761-7900 860-761-7900	Region 4
CONNECTICUT COMMUNITY FOR ADDICTION RECOVERY (CCAR) CRO: Yolibel Lebrón Carlos Reinoso 198 Wethersfield Ave. Hartford, CT 06114	HARTFORD 860-560-8947 860-244-2227 (Fax: 860-244-2228)	Region 4
CONNECTICUT COUNSELING CENTERS CT COUNSELING CENTERS' PROGRAM SITES: DANBURY	WATERBURY	Region 5

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

NORWALK
20 North Main Street, 3rd Floor, Norwalk, CT 06854
Program Director:
Jeff Greenblatt, MA LADC 203-838-6508

WATERBURY
50 Brookside Rd. Waterbury, CT 06708
Program Director:
Matthew Guzzetti, MA LADC 203-568-7474

WATERBURY
4 Midland Road Waterbury, CT 06705
Program Director:
Christine Florio, MS. LPC 203-568-7474
Level I Grievance – Counselor
Level II Grievance – Program Director
Robert Lambert, Executive Director
50 Brookside Rd. Waterbury, CT 06708
<http://www.ctcounseling.org/>

CONNECTICUT MENTAL HEALTH CENTER	NEW HAVEN	Region 2
CRO Yvonne Pallotto	203 974-7419	
34 Park Street New Haven, CT 06519	(Fax: 203-974-6509)	
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	
www.ct.gov/dmhas/cmhc		

CONNECTICUT RENAISSANCE, INC.	BRIDGEPORT	Region 1
CRO Dawn Patston	203-336-5225	
One Waterview Drive Suite 202		
Shelton, CT 06484		
PROGRAMS/SITES:		
BRIDGEPORT: FAIRFIELD AVE.		
BRIDGEPORT: GOLDEN HILL STREET		
NORWALK		



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER
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STAMFORD
WATERBURY
www.ctrenaissance.com

CONNECTICUT VALLEY HOSPITAL ADVOCACY AND GRIEVANCE Paul Beavers, Director of Client Rights Connecticut Valley Hospital Department of Recovery and Consumer Affairs P.O. Box 351, Middletown, CT 06457 Client Rights Officers	MIDDLETOWN 860-262-5642 (Fax: 860-262-5146)	Region 2
CVH GENERAL PSYCHIATRY DIVISION CRO Deborah Williams	860-262-5108	
CVH ADDICTIONS SERVICES DIVISION: MERRITT HALL CRO Amanda Leach	860-262-5157	
CVH ADDICTION SERVICES DIVISION: BLUE HILLS HOSPITAL CRO Amanda Leach 500 Vine Street, Hartford, CT 06112	860-262-5157 860-293-6440	

Client Rights Officer contact information for Whiting Forensic Hospital and Dutcher are listed under Whiting Forensic Hospital

CONNECTION, INC. (THE) CRO Susan Phillips 100 Roscommon Drive, Suite 203 Middletown, CT 06457	860 343-5500 x 1851	Region 2
PROGRAM SITES: BRIDGEPORT GROTON HARTFORD MERIDEN MIDDLETOWN NEW HAVEN OLD SAYBROOK UNCASVILLE WATERBURY WILLIMANTIC		
www.theconnectioninc.org		

CONTINUUM OF CARE, INC.	NEW HAVEN	Region 2
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**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER
CLIENT RIGHTS OFFICERS**

CRO David Ostrom 203-562-2264 x 229
 CRO Dianna Gleason 203-562-2264 x 216
 CRO Rhonda Way 203-562-2264
 67 Trumbull Street, New Haven, CT 06511

PROGRAMS

ACUTE SERVICES
 COMMUNITY HOUSING
 DIVERSION SERVICES
 SOUTH CENTRAL PEER SERVICES
 SUPPORTIVE LIVING SERVICES

www.continuumct.com

CORNELL SCOTT - HILL HEALTH CENTER NEW HAVEN [Region 2](#)
 CRO Juan Candelaria 203-503-3211
 428 Columbus Ave, New Haven, CT 06519

PROGRAMS:

ADULT MENTAL HEALTH AND COUNSELING
 SUBSTANCE USE TREATMENT
 GRANT STREET PARTNERSHIP
 SOUTH CENTRAL REHABILITATION CENTER (SCRC)
 232 Cedar Street New Haven

www.hillhealthcenter.com

DAY KIMBALL HOSPITAL PUTNAM [Region 3](#)
 CRO Sharon Sawyer 860-928-6541 x 2433
 320 Pomfret Street, Putnam, CT 06260
www.daykimball.org

EASTER SEALS EMPLOYMENT WATERBURY [Region 5](#)
 WATERBURY
 CRO Craig Foley 203-236-0188
 122 Ave. of Industry 06705 (Fax: 203-236-0183)
 Waterbury, CT 06705
www.waterburyct.easterseals.com

EASTER SEALS, CAPITOL REGION EAST HARTFORD [Region 4](#)
 & EASTERN CONNECTICUT
 CRO Rosalind Schuster 860-728-1061 x210
 22 Prestige Park Circle (Fax: 860-728-1065)
 East Hartford, CT 06108
www.hartford.easterseals.com



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
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EdADVANCE TRED PROGRAM CRO Rose Forzano Box 909, 355 Goshen Rd Litchfield, CT 06759 http://edadvance.org/	LITCHFIELD 860-567-0863 (Fax: 860-567-3381)	Region 5
FAMILY & CHILDREN'S AGENCY, INC. (COMMUNITY CONNECTIONS COUNSELING SERVICES) CRO Maura McCarthy Rhodes 9 Mott Ave 4 th Floor Norwalk, CT 06850 http://familyandchildrenagency.org	NORWALK 203-855-8765 (Fax: 203-838-3325)	Region 1
FAMILY CENTERS, INC. CRO Gayle Paquin 60 Palmer's Hill Rd. Stamford, CT 06902 www.familycenters.org	GREENWICH 203-324-3167	Region 1
FELLOWSHIP PLACE CRO Veronica Vidal 441 Elm Street New Haven, 06515 www.fellowshipplace.org	NEW HAVEN 203-401-4227 x1243 (Fax: 203-789-4451)	Region 2
F.S. DUBOIS CENTER (SOUTHWEST CT MENTAL HEALTH SYSTEM) CRO Mary Bridget Culhane 1351 Washington Boulevard, 5 th Floor Stamford, CT 06905 www.ct.gov/dmhas/swcmhs	STAMFORD 203-388-1559	Region 1
GILEAD COMMUNITY SERVICE CRO Linda Walsh P.O. 1000, 222 Main Street Ext. Middletown, CT 06457 PROGRAMS: FARRELL TREATMENT CENTER, New Britain GATEWAY COMMUNITY TREATMENT PROGRAM, Middletown GILEAD SOCIAL CLUB, New Britain	MIDDLETOWN 860-343-5300 x12 (Fax: 860-343-5306)	Region 2

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www.gileads.org

GOODWILL INDUSTRIES OF WESTERN AND NORTHERN CT CRO Nicholas Wilson 165 Ocean Street, Bridgeport, CT 06605 www.goodwillwct.org	BRIDGEPORT 203-581-5320	Region 1
GOODWILL INDUSTRIES OF SOUTHERN CONNECTICUT CRO Phyllis Hagen 432 Washington Ave North Haven, CT 06473	NEW HAVEN 203-777-2000 (Fax: 203-624-5600)	Region 2
GREATER BRIDGEPORT COMMUNITY MENTAL HEALTH CENTER (GBCMHC) (SOUTHWEST CT MENTAL HEALTH SYSTEM) CRO Howard Goldberg 1635 Central Ave. Bridgeport, CT 06610 www.ct.gov/dmhas/swcmhs	BRIDGEPORT 203-551-7031 (Fax: 203-579-6305)	Region 1
GUARDIAN AD LITEM SERVICES, INC. CRO Amanda Linsley 175 Church Street, Suite 202, Naugatuck, CT 06770 www.melissasproject.org	NAUGATUCK 203-723-4332 x102 (Fax: 203-723-9250)	Region 5
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 2550 Main Street, Hartford, CT 06106 www.hartfordbehavioralhealth.org	HARTFORD 860-548-0101 ext. 331 (Fax: 860-524-7781)	Region 4
INSTITUTE OF LIVING	HARTFORD	Region 4

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(HARTFORD HEALTHCARE)
CRO Arthur Guerra 860-545-7349
Todd Building, 200 Retreat Ave.,
Hartford, CT 06106

PROGRAMS
OUTPATIENT
www.instituteofliving.org

HISPANIC HEALTH COUNCIL (MENTAL HEALTH EMPLOYMENT SERVICES) (CRO To Be Determined) 116 Sherman Ave. New Haven, CT 06511	NEW HAVEN 203-781-0226	Region 2
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IMMACARE Rebekah Lyas 39 Russ Street Hartford, CT 06106 http://immacare.org/	HARTFORD 860-724-4823 (Fax: 860-293-0513)	Region 4
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INSPIRICA, INC. CRO: Ana Vivian Escalante Estrella, JD, MS: 141 Franklin St Stamford, CT 06901 http://inspiricact.org/	STAMFORD 203-388-0123 (Phone and Fax)	Region 1
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INTERCOMMUNITY MENTAL HEALTH CENTER CRO: Mary Beth Peacock 111 Founders Plaza 18th Floor, East Hartford, CT 06108 PROGRAMS/SITES ADULT SERVICES RECOVERY HOUSE A COMMON GROUND SUPERVISED HOUSING PROGRAM www.icmhg.org	EAST HARTFORD 860-569-5900 x320	Region 4
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INTERFAITH HOUSING ASSOCIATION (Jeff Wieser, Chief Executive Officer) 49 Richmondville Ave. Westport, CT 06880 www.ihawestport.com	WESTPORT 203-226-3428	Region 1
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KENNEDY CENTER, INC. CRO Valerie Reyher	TRUMBULL 203-365-8522 ext 267	Region 1
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2440 Reservoir Ave.
Trumbull, CT 06611
www.thekennedycenterinc.org

KEYSTONE HOUSE CRO Nicole Murray-King 141 East Ave Norwalk, CT 06851 www.keystonehouse.org	NORWALK 203-857-1155 (Fax: 203-956-7850)	Region 1
KUHN EMPLOYMENT OPPORTUNITIES CRO Dana Nair 100 Plaza Middlesex Middletown, CT 06457 www.kuhngroup.org	MIDDLETOWN 860-347-8923 x202 (Fax: 860-347-1580)	Region 2
LAUREL HOUSE CRO Cathy Devine 1616 Washington Boulevard Stamford, CT 06902 http://laurelhouse.net	STAMFORD 203-984-8727	Region 1
LAWRENCE & MEMORIAL HOSPITAL CRO Verna Swann 365 Montauk Ave. New London, CT 06320 www.lmhospital.org	NEW LONDON 860-442-0711 x5032	Region 3
LEEWAY, INC (Jay Katz, CEO) 40 Albert Street, New Haven, CT 06511 www.leeway.net	NEW HAVEN 203-865-0068 (Fax: 203-865-0399)	Region 2
LIBERTY COMMUNITY SERVICES, INC. CRO Michael Hall 254 College Street, 2 nd Floor, New Haven, CT 06510 www.libertycs.org	NEW HAVEN 203-497-2305	Region 2
LIBERATION PROGRAMS	NORWALK	Region 1

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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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Updated: February 24, 2020



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

John Hamilton, CEO
ADMINISTRATIVE OFFICE 203-851-2077
129 Glover Ave. (Fax: 203-323-1047)
Norwalk, CT 06850

PROGRAMS/SITES:
BRIDGEPORT
STAMFORD
Level I Grievance – Counselor
Level II Grievance – Program Director
Level III Grievance – Executive Director
<http://www.liberationprograms.org/Home>

LIFE BRIDGE COMMUNITY SERVICES BRIDGEPORT [Region 1](#)
CRO Dawn Hatchett, 203-368-5553
475 Clinton Ave., 06605
<http://www.lifebridgect.org/>

MARRAKECH DAY SERVICES, INC. WOODBRIDGE [Region 2](#)
CRO Marc Chartier 203-389-2970 x1312
Lunar Drive,
Woodbridge, CT 06625
www.marrakechinc.org

MARTIN HOUSE NORWICH [Region 3](#)
CRO Paula Oberg 860-889-6150
401 West Thames Street
Norwich, CT 06360

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

MENTAL HEALTH CONNECTICUT (MHC) WEST HARTFORD [Region 4](#)
CRO Michael Culmo 860-529-1970
61 S. Main St. Suite 206, 06107 (Fax: 860-529-6833)
West Hartford, CT 06107
PROGRAM SITES:
BRIDGEPORT
DANBURY



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER
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TORRINGTON
STAMFORD
WATERBURY
INDEPENDENCE CENTER, WATERBURY
WEST HARTFORD
www.mhconn.org

COMMUNITY HOUSING ADOVOCATES
(MERCY HOUSING/MY SISTER’S PLACE)

CRO Maria Gomes
211 Wethersfield Ave.,
Hartford, CT 06114
www.mercyhousingct.org

HARTFORD [Region 4](#)
860-808-2042

MIDDLESEX HOSPITAL
BEHAVIORAL HEALTH
CRO Terry DiPietro
28 Crescent Street
Middletown, CT 06457
CASE MANAGEMENT PROGRAM
www.midhosp.org

MIDDLETOWN [Region 2](#)
860-343-8802
(Fax: 860-358-8829)

MIDWESTERN CONNECTICUT COUNCIL ON
ALCOHOLISM (MCCA)
ADMINISTRATIVE OFFICES

CRO Jaya Daptardar
38 Old Ridgebury Road,
Danbury, CT 06810
PROGRAMS/SITES

DANBURY [Region 5](#)
203-792-4515 ext 1201

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



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
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CLIENT RIGHTS OFFICERS**

MY PEOPLE CLINICAL SERVICES, LLC CRO Eugene Milan 915 Asylum Ave. Hartford, CT 06105 www.mypeople-ct.com	HARTFORD 860-656-0450	Region 4
MY SISTER'S PLACE III CRO Kathy Shaw CRO Ann Viner 102 Pliny Street Hartford, CT 06120 www.sistersplacect.org	HARTFORD 860-895-6629 860-549-1634	Region 4
NATCHAUG HOSPITAL (HARTFORD HEALTHCARE) CRO Melissa Morgea 189 Storrs Road Mansfield, CT 06250 www.natchaug.org	MANSFIELD 860-456-1311 (Fax: 860-423-6114)	Region 3
NEW LONDON HOSPITALITY CENTER CRO: Ronald Steed 730 State Pier Road New London, CT 06320 CASE MANAGEMENT SERVICES https://www.nlhhc.org/	NEW LONDON 860-439-1573 x122	Region 3
NEW REACH CRO Kara Beedetto-Capobianco 153 East Street, Suite 300, New Haven, CT 06511	NEW HAVEN 203-492-4866	Region 2
NORWALK HOSPITAL, COMMUNITY SUPPORT PROGRAM AND BEHAVIORAL HEALTH Ellen Rogan 34 Maple Street Norwalk, CT 06856 PROGRAMS/SITES: COMMUNITY SUPPORT PROGRAM OUT PATIENT	NORWALK 203-218- 9812	Region 1



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

OPERATION HOPE. CRO Carla Miklos, Director 50 Nichols Street, Fairfield, CT 06824	FAIRFIELD 203-254-2934	Region 1
OPTIMUS HEALTH CARE, INC. (BENNETT BEHAVIORAL HEALTH) Marisol Diaz, 982 East Main Street Bridgeport, CT 06608	BRIDGEPORT 203- 696-3260	Region 1
PATHWAYS, INC CRO Ron Kaiban 175 Millbank Ave, Greenwich, CT 06830	GREENWICH 203-869-0378	Region 1
PERCEPTION PROGRAMS, INC. CRO: Kelsey Daniels 134 Church Street, Willimantic, CT 06226 PROGRAM/SITES: OUTPATIENT PERCEPTION HOUSE www.perceptionprograms.org	WILLIMANTIC 860-450-0151 ext 2111 (Fax: 860-450-7127)	Region 3
PACIFIC HOUSE (FORMALLY SHELTER FOR THE HOMELESS) CRO Sam Pacheco 597 Pacific Street Stamford, CT 06902 http://www.pacifichouse.org	STAMFORD 203-406-0017 x321	Region 1
PRIME TIME HOUSE CRO Adam Lytton CRO Zac Ritchie 810 Main Street Torrington, CT 06790 http://www.primetimehouse.org/	TORRINGTON 860-785-4475 860-618-2479 (Fax: 860-618-2478)	Region 5
RECOVERY NETWORK OF PROGRAMS, INC (RNP)	SHELTON	Region 2



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

CENTER FOR HUMAN SERVICES

CRO Eric Follett, Dir. Quality Improvement
2 Trap Falls, Suite 405
Shelton, CT 06484

203-929-1954 Ext. 101
(Fax: 203-929-1279)

<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

CRO: Kate Caristo-Scalora
40 Broadway, Norwich, CT 06360
www.reliancehealthinc.org/

NORWICH [Region 3](#)
860-887-6536 ext 217

RIVER VALLEY SERVICES

CRO: Megan Goodfield
Silver Street, P.O. Box 351 Middletown, 06457
www.ct.gov/dmhas/rvs

MIDDLETOWN [Region 2](#)
860-262-5371
(Fax: 860-262-5356)

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

CRO Kali Colapietro:
Doctors Clinic; Torrington

CRO Alvin Fryxell
Henderson-Johnson; Bristol; New Britain

CRO Doris Obsharsky
Norwich; New London

CRO Patricia Tagliavore

MANCHESTER [Region 4](#)
860-589-6433
860-525-2181
860-456-7990
860 827-3313



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

Manchester; Willimantic; Middletown
ADMINISTRATIVE OFFICES
335 Broad Street Manchester, CT 06108 860-643-3200

RUSHFORD, (HARTFORD HEALTHCARE) CRO Deanna Bencivengo CRO Kathy Demers 883 Paddock Ave. 06450 Meriden, CT 06450 www.rushfordcenter.org	MERIDEN 203-630-5219 203-630-5316 (Fax: 203-634-7013)	Region 2
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SUPPORTIVE ENVIRONMENTAL LIVING FACILITY, INC. (SELF, INC) CRO Madelyn Reyes 19 Fourth Street Waterbury, CT 06708	WATERBURY 203-759-2074 (Admin) (Fax: 203-759-2094)	Region 5
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SOUND COMMUNITY SERVICES, INC. CRO Laura Hurlbirt 21 Montauk Ave., Suite 301 PO Box 2170 New London, CT 06320 www.soundcommunityservices.org	NEW LONDON 860-439-6412 (Admin: 860-439-6400) (Fax: 860-439-6423)	Region 3
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SOUTHEASTERN CT COUNCIL ON ALCOHOL AND DRUG DEPENDENCE, INC. (SCADD) CRO Marcie Rivera 860-447-1717 x214 37 Camp Mooween Road Lebanon, CT 06249 PROGRAMS/SITES: LEBANON PINES LIBERTY HOUSE OUTPATIENT SERVICES www.scadd.org	LEBANON	Region 3
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SOUTHEASTERN MENTAL HEALTH AUTHORITY (SMHA) CRO Katie Hatfield 401 West Thames St., Bldg. 301 Norwich, CT 06360 www.ct.gov/dmhas/smha	NORWICH 860-859-4543 (Fax: 860-859-4783)	Region 3
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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
SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER
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SOUTHWEST CT MENTAL HEALTH SYSTEM – COMMUNITY BASED SERVICES CRO Howard Goldberg 97-Middle St Bridgeport, CT 06604 www.ct.gov/dmhas/swcmhs	BRIDGEPORT 203-551-7031 (Fax: 203-579-6305)	Region 1
F.S. DUBOIS CENTER CRO Mary Bridget Culhane 1351 Washington Boulevard, 5th Floor, Stamford, CT 06905	STAMFORD 203-388-1559 203-388-1600	
GREATER BRIDGEPORT COMMUNITY MENTAL HEALTH CENTER (GBCMHC) CRO Howard Goldberg 1635 Central Ave. Bridgeport, CT 06610	BRIDGEPORT 203-551-7031 (Fax: 203-579-6305)	
TRINITY HEALTH ST. MARY’S HOSPITAL BEHAVIORAL HEALTH CARE SERVICES WHEELER CLINIC CRO Vincent Delaney 10 Jefferson Square Waterbury, CT 06706 www.stmh.org	WATERBURY 203-709-3356	Region 5
ST. VINCENT DEPAUL MIDDLETOWN CRO Terry Carbone P.O. Box 398, 617 Main Street Middletown, CT 06457 www.stvincentdepaulplace.org	MIDDLETOWN 860-347-4059 (Fax: 860-343-0023)	Region 2
ST. VINCENT DEPAUL SOCIETY CRO Bonnie Cocchiola 173 Mark Lane Waterbury, CT 06704	WATERBURY 203-755-0626 (Fax: 203-754-2644)	Region 5
ST. VINCENT DEPAUL SOCIETY CASA DeROSA GROUP HOME CRO Angela Rosa 86-88 Midland Waterbury, CT 06705	WATERBURY 203-753-3342 (Fax: 203-753-9900)	Region 5
ST. VINCENT’S BEHAVIORAL HEALTH SERVICES (HARTFORD HEALTHCARE)	BRIDGEPORT	Region 1

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Updated: February 24, 2020



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER
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CRO Joyce Platz, (*Interim*) 203-341-4532
47 Long Lots Road Bridgeport, CT 06880
www.hallbrooke.org

THAMES VALLEY COUNCIL FOR COMMUNITY ACTION, INC.(TVCCA) JEWETT CITY [Region 3](#)
CRO Michael LaSage 860-425-6560
One Sylvandale Road Jewett City, 06351
www.tvcca.org

UNITED COMMUNITY & FAMILY SERVICES, INC:
BETTOR’S CHOICE NORWICH [Region 3](#)
CRO Sharon Laliberte 860-892-7042 x1218
47 Town Street (Fax: 860-823-3002)
Norwich, CT 06360
www.ucfs.org

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. (Fax: 860-774-0826)
Dayville, CT 06241
PROGRAMS/SITES:
ADDICTION RECOVERY OUTPATIENT SERVICES
ADULT MENTAL HEALTH OUTPATIENT SERVICES
DANIELSON: WELCOME ARMS 860-928-6130
WILLIMANTIC: LIGHTHOUSE 860-423-7791
www.unitedservicesct.org

VINFEN CONNECTICUT WINDSOR [Region 4](#)
CRO Tammy Note-Hebert 860-936-4107
860 Prospect Hill Road (Fax: 860-688-3196)
Windsor, CT 06095
PROGRAMS/SITES
BISSELL STREET
FREEDOM HOUSE
MANCHESTER TAP
NEW BEGINNINGS
TEAM SUPPORT PROGRAM
<https://vinfenct.org/>



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

VILLAGE FOR FAMILIES AND CHILDREN (THE) HARTFORD [Region 4](#)
 Alicia Marotto 860-236-4511 Ext. 3704
 1680 Albany Ave
 Hartford, CT, 06105

PROGRAMS/SITES
 EMPLOYMENT SERVICES
 MEDICATION ASSISTED TREATMENT NALTREXONE
 MEDICATION ASSISTED TREATMENT BUPRENORPHINE
 THE VILLAGE ADULT OP SERVICES
 WOMEN'S REACH PROGRAM
<http://thevillage.org/>

WATERBURY HOSPITAL HEALTH CENTER WATERBURY [Region 5](#)
 CRO Thomas Czarkosky LMFT
 Director of Ambulatory Behavioral Health 203-573-6738
 64 Robbins Street Waterbury, CT 06702

PROGRAMS/SITES:
 CRISIS PROGRAM
 DBT INTENSIVE OUTPATIENT
 GRANDVIEW ADULT OP
 HOMELESS OUTREACH
 OUTPATIENT EXPANSION
www.waterburyhospital.com

WELLMORE BEHAVIORAL HEALTH WATERBURY [Region 5](#)
 CRO John Keane 203-574-1419
 402 East Main Street Waterbury, CT 06702 (Fax: 203-753-3274)

<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
 DANBURY: IOP
 DANBURY: CRISIS
 NEW MILFORD: OP
www.westernconnecticuthealthnetwork.org



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER
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WESTERN CT MENTAL HEALTH NETWORK–

[Region 5](#)

DANBURY AREA
CRO TBA
Michael Lonergan
78 Triangle Street Danbury, CT 06810

DANBURY
203-448-3200/860-486-3700

TORRINGTON AREA
CRO Michael Lonergan
249 Winsted Road 3rd Floor
Torrington, CT 06790

TORRINGTON
860-496-3700
(Fax: 860-496-3800)

WATERBURY AREA
CRO TBA
Caryl Horner, Site Director
95 Thomaston Ave.
Waterbury, CT 06702

WATERBURY
203-805-5300
(Fax: 203-805-5310)

WCMHN: ADMINISTRATIVE OFFICES
Administrative Offices
Rowland State Government Center
55 West Main Street, Suite 410
Waterbury, CT 06702-2004
www.ct.gov/dmhas/wcmhn

203-805-6400 (Fax: 203-805-6432)
(Fax: 203-805-6432)

WHEELER CLINIC, INC.
CONNECTICUT CLEARINGHOUSE
CRO Sandra Cohen, MA CPHQ
334 Farmington Ave. Plainville, CT 06062
PROGRAMS/SITES:
WATERBURY
www.wheelerclinic.org

PLAINVILLE
860-793-3199
[Region 4](#)

WHITING FORENSIC HOSPITAL
CRO Shantika Canty-Porter CRO
PO Box 70 Middletown, CT 06457

MIDDLETOWN
860-262-5141
(Fax: 860-262-5146)
[Region 2](#)

YALE BEHAVIORAL HEALTH SERVICES
CRO Maureen McCarthy
95 Circular Ave., Hamden, CT 06514
www.communityservicesnetwork.org

HAMDEN
203-288-6253
(Fax: 203-288-0448)
[Region 2](#)

YOUTH CHALLENGE of CT

HARTFORD
[Region 4](#)



**CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION
SERVICES (DMHAS) AND DMHAS CONTRACTED PROVIDER
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CRO Esther Gonzalez-Torrez
15 May Street Hartford, CT
<http://www.youthchallenge.org>

860-728-5199

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