



Together We Will

Providing Behavioral Health Treatment and Recovery Services Throughout the Finger Lakes

2023 Report to the Community



Executive Leadership Team

Jennifer Carlson,
President & CEO
Ruth Donk,
Chief Operating Officer
Carole Catalo,
Chief Financial Officer
Jessica McCall,
Chief Program Officer
Jason Briggs,
Exec. VP of Clinical
Operations
Crystal Clark,
Exec. VP of Quality Assurance
John L'Hommedieu,
Exec. VP of CCBHC Operations
Desirae Adams,
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Reintegration
Michelle Colegrove,
VP of Nursing & Medical
Services

Kristina Loughlin,
VP of Outpatient Services
Alexi Mikaelson,
VP of Inpatient and
Rehabilitation Services
Charles Weaver,
VP of Information Technology
Yvonne Fitzgerald,
VP of Facilities

Senior Leadership
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Senior Director of Quality
Assurance

DeShawn Lewis,
Senior Director of
Inpatient Services
Breanne Gutzmer,
Senior Director of
Reintegration
Diane DeRuyter,
Senior Director of
Integrated Treatment
Services

Dorothy White,
Senior Director of Regional
Outpatient Clinical
Operations
Kristopher Amos,
Senior Director of Crisis
Services & Mobile Clinic
Noah Welker,
Senior Director of Recovery
Community Centers
Nichole Hudson,
Regional Director of
Outpatient & Forensic
Services
Guy A. Morse,
Senior Director of
Recovery Integration

Board of Directors Chair
Todd Goddard



To provide quality care for youth, adults, and families in the Finger Lakes area whose lives are affected by alcohol and/or substance use disorders and/or mental health care needs. Our holistic approach incorporates both physical and social healthcare services.



That individuals and families who need specialized care are drawn to FLACRA and are forever strengthened by the services, opportunities and supports we offer to help them stay active and engaged on their treatment and recovery pathway for a better life.



- Innovation, Empowerment, and Accountability
- Collaboration and Community Relationships
- Customer Care, Quality, and Positive Outcomes
- Diversity, Equity, Inclusion, and Equal Access
- Authentic & Direct Communication



A Message From **Jennifer Carlson,** **President/Chief Executive Officer**

As we reflect on the accomplishments of the past year, I am thrilled to share with you the remarkable growth and innovation that FLACRA has achieved in our ongoing commitment to providing exceptional behavioral healthcare services to our communities.

In 2023, FLACRA continued to expand its reach and impact through our Certified Community Behavioral Health Clinics (CCBHC) in Ontario County, Yates County, and Monroe County. As part of the NYS Office of Mental Health's CCBHC Demonstration Program and SAMHSA's PDI & IA Grants, these clinics have become beacons of hope, providing comprehensive one-stop wellness with integrated care services to individuals and families facing behavioral health challenges. Through our innovative approaches and dedication, we have been able to make a meaningful difference in the lives of those we serve.

FLACRA recognizes the profound impact that family dynamics have on the development of youth, particularly in the realm of behavioral analysis and mental health. Therefore, we remain steadfast in our commitment to providing holistic support systems that empower families and promote healing and resilience.

As we look towards the future, we stand as advocates for change and growth within our diverse communities. We firmly believe in the principles of Justice, Equity, Diversity, and Inclusion, not only in the realm of behavioral healthcare service but also within our workforce. We are proud to be at the forefront of change and innovation, driving forward initiatives that promote a more just and inclusive society for all.

None of this would be possible without the tremendous support of our staff, clients, partner agencies, and that of the many communities we serve. We are deeply grateful for your continued partnership and commitment to our mission. Together, we will continue to make tangible differences in the lives of countless individuals and families, and for that, we thank you.

Together We Will,

A handwritten signature in black ink that reads "Jennifer Carlson". The signature is fluid and cursive.

Jennifer Carlson
President / Chief Executive Officer

2023 FUNDING HIGHLIGHTS

Key Grant Awards for Special Projects

Development of Comprehensive Integrated Outpatient Treatment Programs

Awarded by: OASAS

Date: 05/08/2023 | Amount: \$1,500,000

This grant supports the creation of integrated outpatient treatment programs in response to New York State's opioid crisis exacerbated by COVID-19. It aims to enhance access to person-centered, comprehensive treatment, and Medication for Opioid Use Disorder (MOUD) services statewide.

Grant for the Benefit of Homeless Individuals

Awarded by: SAMHSA

Date: 08/07/2023 | Amount: \$2,500,000

This grant enhances and broadens treatment and recovery support services for homeless individuals, including youth and families, particularly those with substance use disorders or co-occurring mental and substance use disorders. Our integrated support aims to meet each individual's unique needs and foster lasting positive change.

CCBHC PDI Grant

Awarded by: SAMHSA

Date: 09/20/2023 | Amount: \$1,000,000

This grant supports the development of new Certified Community Behavioral Health Clinics (CCBHCs), providing comprehensive outreach, assessment, treatment, care coordination, and recovery support. It aims to ensure high-quality mental health and substance use disorder services, accessible to all, regardless of ability to pay.

CCBHC Demonstration Designation

Awarded by: OMH

Date: 11/17/2023 | Amount: \$1,000,000

This award allows agencies to evaluate and establish additional Certified Community Behavioral Health Clinic (CCBHC) services in community settings, such as schools and shelters. It supports expanding access to comprehensive behavioral health care while meeting federal and state requirements for individuals with mental health and substance use disorders.

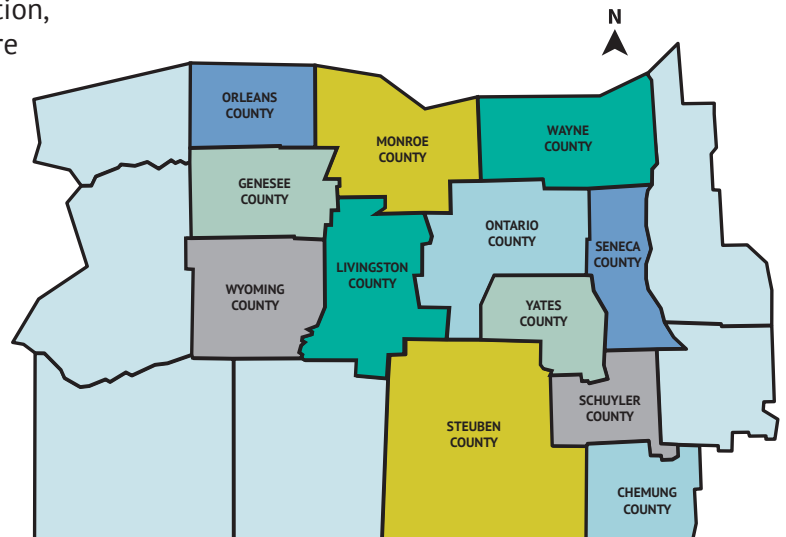
Transitional Housing Grant

Awarded by: Yates County CSB

Date: 12/2023 | Amount: \$185,800

This grant funds a project providing focused crisis support for homeless individuals with behavioral health needs in a transitional housing setting. The program targets individuals with substance use disorders, offering up to six months of support with the goal of transitioning to permanent housing. It includes Certified Recovery Peer Advocates and Case Management, serving approximately 10 individuals annually.

AREAS SERVED



IMPACTFUL JOURNEYS

How We've Made a Difference



2,393
CCBHC CASELOAD



326
SUPPORTED
YOUTH 5+



56,807
TOTAL BED DAYS



1,234
HOUSING CLIENTS
SERVED



36,967
CRISIS RESPONSE
SERVICES



2,642
MENTAL HEALTH
CLIENTS



104
CERTIFIED RECOVERY
PEER ADVOCATES

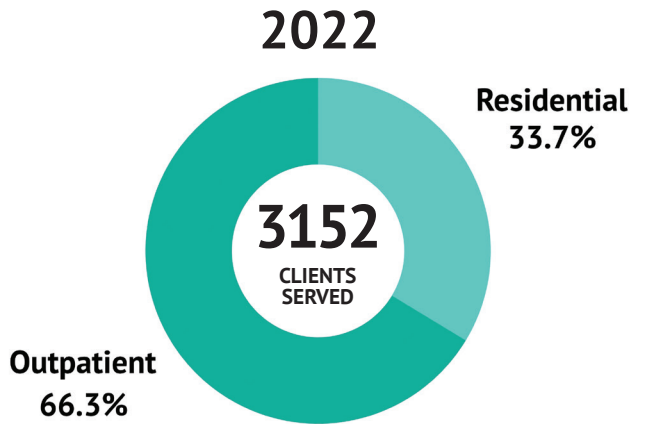


182,174
INDIVIDUAL COUNSELING
SESSIONS



838
RECOVERY CENTER
MEMBERS

RESIDENTIAL AND OUTPATIENT DEMOGRAPHICS



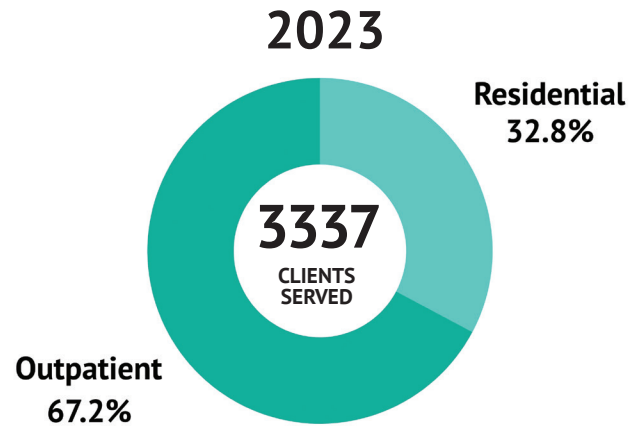
Gender	Residential	Outpatient
	2022	2022
Men	24% (762)	38% (1193)
Woman	9% (297)	28% (951)
Other	0% (2)	0% (7)

Race Ethnicity

	Residential	Outpatient
White	5% (169)	23% (740)
Black or African American	1% (35)	2% (49)
Other/unknown	0% (5)	1% (26)
American Indian/Alaskan Native/Asian	0% (1)	0% (5)
Hispanic Origin	0% (10)	1% (35)

Age Range

	Residential	Outpatient
16-21	0% (8)	4% (118)
22-35	11% (357)	22% (698)
36-45	12% (367)	18% (556)
46-55	6% (187)	10% (312)
56+	6% (184)	10% (311)



Gender	Residential	Outpatient
	2023	2023
Men	24% (786)	39% (1285)
Woman	9% (307)	28% (951)
Other	0% (1)	0% (7)

Race Ethnicity

	Residential	Outpatient
White	8% (271)	26% (877)
Black or African American	2% (63)	4% (123)
Other/unknown	3% (92)	4% (135)
American Indian/Alaskan Native/Asian	0% (6)	0% (8)
Hispanic Origin	1% (29)	3% (97)

Age Range

	Residential	Outpatient
16-21	1% (22)	4% (150)
22-35	11% (372)	23% (781)
36-45	9% (290)	18% (585)
46-55	6% (215)	10% (320)
56+	6% (195)	9% (309)

2022 Continued

Primary Substance at Admission

	Residential	Outpatient
Alcohol	14% (455)	16% (520)
Cocaine/Crack	6% (192)	5% (147)
Marijuana/Cannabinoids	0% (11)	2% (64)
Heroin/Opiates	13% (406)	12% (393)
Other	3% (98)	3% (95)

Living Arrangements Prior to Admission

	Residential	Outpatient
Homeless	7% (229)	7% (235)
Private Residence (Rent/Own)	26% (832)	59% (1858)

2023 Continued

Primary Substance at Admission

	Residential	Outpatient
Alcohol	15% (510)	17% (553)
Cocaine/Crack	7% (218)	6% (202)
Marijuana/Cannabinoids	0% (12)	4% (117)
Heroin/Opiates	10% (319)	11% (365)
Other	3% (105)	3% (95)

Living Arrangements Prior to Admission

	Residential	Outpatient
Homeless	7% (224)	7% (233)
Private Residence (Rent/Own)	26% (870)	60% (2010)



Maxwell Hall, Ontario County

Cheers to 50 Years

Celebrating a remarkable milestone, we hosted its 1st Annual Fundraising Dinner in October 2023, commemorating FLACRA's 50 years of dedicated service to the Finger Lakes community. The event, graced by the esteemed presence of Senator Pamela Helming, was a resounding success.

Senator Helming honored FLACRA's half-century legacy with a citation of service, acknowledging the organization's profound impact on the region. Adding to the accolades, Senator Thomas O'Mara bestowed a proclamation, recognizing the agency's invaluable contributions to the community.

The evening was made even more special by the heartfelt testimonials from both clients and staff, providing a poignant testament to FLACRA's positive influence on countless lives. Over 100 guests gathered to celebrate and support the agency's mission, contributing to a staggering fundraising total of just over \$37,000. This generous sum will play a pivotal role in advancing our initiatives as it continues to serve and uplift the community in 2024. Gratitude abounds for the overwhelming support received, ensuring that our legacy of compassion and care endures for years to come.



FLACRA Donors

At FLACRA, we dedicate ourselves every day to supporting individuals and families in the Finger Lakes Region affected by substance use and mental health disorders. Our services, including crisis counseling and supportive housing, assist the most vulnerable in our community. As a non-profit, we rely on the generosity of community members like you. Each year, as you choose organizations to support, we hope you'll remember the positive impact FLACRA has on our community and consider making a donation.

INDIVIDUAL DONORS

Desirae Adams
Shahid Ali
Cherish Allen
Kris Amos
Aaron Arnold
Nicole Augustine
Rachel Ayers
Katie Ann Bass
Kathi Bell
Shannon Benton
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Brianna Bliss
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Caitlin Bowdoin
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Janine Brink
Jennifer Burger
Timothy Callahan
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Dominik Chapman
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Jessica Diaz
Ruth Donk
Michael Downey
Megan Easterbrooks
Terri Egan
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Nichole Hudson
Venessa Hudson
Dina Huling
Lisa Hurlburt
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Orilee Ireland-Delfs
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Chris Johnston
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Jim Keyes
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Betsey Lee
Lisa Lee
DeShawn Lewis
Tianna Lewis
John L'Hommedieu
Gehrig Lohrmann
David Lorah
Kristina Loughlin
Linda Maltese
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Cameron McIntyre
Patricia McMahan
Buster Melvin
Alexi Mikaelson
Brianna Miller
Caitlyn Miller
Marissa Mills

Hans Morefield
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Mathew Munger
Kari Nichols
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Wendy O'Brien
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Hannah Weaver
Noah Welker
Stephanie West
Kacie Winsor-Bianchi

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EFPR Group, CPA's
Fidelis Care
It's A Wonderful Run 5K
K & D Disposal, INC
KanPak, LLC
Network for Good
New York Life Insurance
O'Brien Associates
Pathstone - Canandaigua
Pracademic Partners, LLC
Recovery Houses of
Rochester
St. Johns Episcopal
Church
VFW Memorial Post 44
Wood Oviatt Gilman, LLP



Client Testimonial

“I want to thank FLACRA from the bottom of my heart for all the patience and support through my treatment journey, not just for me, but for also helping others to better themselves too.”

— Edward T.
Client Since April, 2023

Meet Edward T.

My experience with FLACRA has been very positive yet challenging! You must want help!

The whole process is very humbling. At first, you want to blame all your problems on something or someone, but you come to realize most of the blame is on yourself. Life is never easy, worse for some than others. I guess the way I look at this is, someone always has it worse. The treatment process must be embraced fully, and you must know that we are all here for a reason. We all strive to be better than we were in the past. We need to put the past away and look to our future and what we want our life to look like.

My time at FLACRA has really been a BLESSING in disguise. I have been putting myself in the wrong places for far too long. The groups offered at FLACRA that I attend (which help way more than you know) have helped me with my addiction in countless ways. I have been taught so much by so many: Nurses, Health Technicians, Maintenance, Peers, Counselors, Doctors, and the leaders from the different programs I have stayed at.

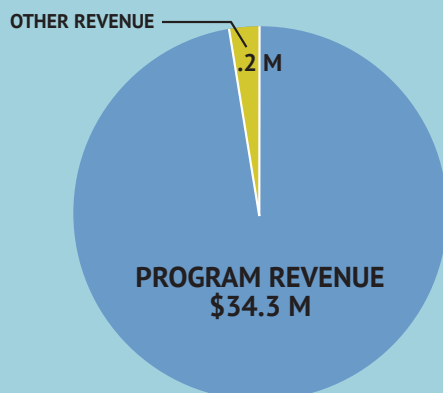
FLACRA is way more than just a place where people work. It's a place where people care about me. Through the good and the bad. I have learned how to accept myself. I still have more work to do each day, but I know that, and I have worked on myself and have embraced myself through the care given to me at FLACRA.

If I could tell you anything, it would be that so many people struggle with addiction and mental health, and that unless one allows themselves to commit, it is never going to get better.

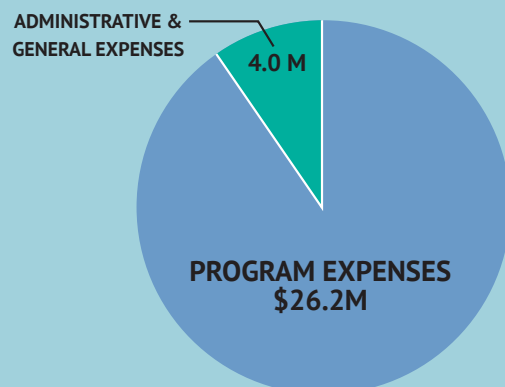
I want to thank FLACRA from the bottom of my heart for all the patience and support through my treatment journey, not just for me, but for also helping others to better themselves too.

Financial Information

2023 FLACRA TOTAL REVENUE \$34.5 M



2023 FLACRA TOTAL EXPENSES \$30.2 M



Program and Services

Clinical Services

(On-site, In-Community and Telehealth)

Substance Abuse Treatment including Detox, Stabilization, Rehabilitation, Outpatient and Supportive Living Programs

Certified Community Behavioral Health Clinics

Outpatient Mental Health Services

Home and Community Based Services (HCBS/CORE)

Center Of Treatment Innovation (COTI) and Mobile Clinic Services

Co-Located supports in Jails, Social Services and Medical Providers

Housing and Vocational Services

Independent and Supported Housing, including Veterans Housing Services

Vocational and Employment Support Services

Grants for the Benefit of Homeless Individuals (GBHI)

Home and Community Based Services (HCBS/CORE) Vocational Services

Community Based Services

Care Management for Adults and Children

Children and Family Services Supports

Center Of Treatment Innovation (COTI) and Mobile Clinic Services

Connections Rounded Recovery Center

Connections, Canandaigua, NY
Opened 2018

Connections, Seneca Falls, NY
Opened 2021

Connections Begin!, Newark, NY
Opened June 2022

Connections Penn Yan, NY
Opening July 2022

Connections Watkins Glen, NY
Pending Opening!

Our Valued Community Partners

- Anthony Jordan Health Center
- Baden Street Settlement of Rochester Inc.
- Capabilities
- Catholic Charities Community Services
- Cayuga Counseling Services
- Compeer Rochester, Inc.
- Compeer West
- Conifer Park
- Coordinated Care Services
- Council on Addiction Recovery Services
- Council on Alcohol & Substance Abuse of Livingston County/Trinity of Chemung County, Trinity of Bradford County
- Council on Alcoholism and Addictions of the Finger Lakes
- Delphi Drug and Alcohol Council
- DePaul Community Services
- East House
- Endeavor Health Services
- Family Service Society of Chemung County
- Finger Lakes Community College
- Finger Lakes Community Health
- Finger Lakes Performing Provider System
- Geneva Central School District,
- Dundee Central School District
- Genesee Council on Alcoholism and Substance Abuse
- Geneva General Hospital and Soldiers and Sailors Memorial Hospital
- Goodwill of the Finger Lakes
- Hobart & William Smith Colleges,
- Housing Options Made Easy, Inc.
- Huther Doyle
- Interim HealthCare
- Jordan Health
- Keuka College
- Lakeview Health Services
- Liberty Resources, Inc.
- Lifespan
- Loyola Recovery Foundation
- Mental Health Association
- MHA of Genesee and Orleans Counties
- NAMI Rochester
- National Council on Alcoholism and Drug Dependence (NCADD-RA)
- New York Care Coordination Program, Inc. dba Health Homes of Upstate New York (NYCCP/HHUNY MSO)
- Northpointe Council
- Oak Orchard Community Health Center
- Our Town Rocks
- Pathways, Inc.
- Regional Primary Care Network
- Rochester Psychiatric Center
- Rochester Regional Health
- Rochester Rehabilitation
- S2AY Rural Health Network, Inc.
- Salvation Army
- Steuben Church people Against Poverty, Inc. dba Arbor Housing and Development
- Strong Behavioral Health
- Tri-County Family Medicine Program
- Trillium
- United Way
- Villa of Hope
- Wayne ARC Affiliate Providers
- Wayne County Action Program
- YWCA

ADMINISTRATION

28 East Main Street
Clifton Springs, NY 14432
(315) 462-9466

ADDICTIONS CRISIS CENTER

28 East Main Street
Clifton Springs, NY 14432
(315) 462-7070

COMMUNITY RESIDENCES

Maxwell Hall
28 East Main Street
Clifton Springs, NY 14432
(315) 462-9466

Otte Hall
621 Church Street
Newark, NY 14513
(315) 331-7400

Cadence Square
400 Fort Hill Avenue
Building 14, 1st Floor
Canandaigua, NY 14424
(585) 919-2440

OUTPATIENT SERVICES

Clifton Springs Clinic
28 East Main Street
Clifton Springs, NY 14432
(315) 462-9466

Farmington Clinic
1386 Hathaway Drive, Suite A
Farmington, NY 14425
(585) 396-4190

Newark Clinic
310 West Union Street
Newark, NY 14513
(315) 331-3862

Watkins Glen Clinic
Mill Creek Center
106 S. Perry Street, Suite 3
Watkins Glen, NY 14891
(607) 535-8260

CCBHC

Geneva Clinic
246 Castle Street
Geneva, NY 14456
(315) 781-0771
Penn Yan
Treatment Center
1 Keuka Business Park
2466 Rte 54A Ste 300
Penn Yan, NY 14527
(315) 536-7751
East Ave Mental Health Clinic
339 East Avenue #303
Rochester, NY 14604
(585) 434-2633

**RECOVERY COMMUNITY
OUTREACH CENTERS**

Connections Rounded Recovery
64 West Avenue
Canandaigua NY 14432
(585) 857-2311, opt 5
27 Cayuga Street
Seneca Falls, NY 13148
20 Maiden Lane
Penn Yan, NY 14527
Connections Begin:
Youth Clubhouse
324 West Union Street
Newark, NY 14513

As a non-profit organization,
we rely on the generosity of
community members like
you. As you consider which
organizations to support this
year, we hope you'll remember
the impact FLACRA has had
on our community and make a
donation to support our work.



Follow us: @flacraNY

