

It's my turn to ask,

“How can I help you?”



*Chrysalis Center
provides supportive services
to assist people in need
to transform their lives.*

Getting Help...

Getting Better...

Giving Back.



Deborah has been a client of the Chrysalis Center for several years, participating in programming at the Recovery & Empowerment Center. Deborah has struggled with addictions and through her own hard work and support from Chrysalis Center, she is now strong in her recovery. Deborah recently engaged in case management services and now has an apartment of her own.

Upon Chrysalis Center's move to its new headquarters, culinary arts students began twice-daily coffee and snack service to staff and clients throughout the building. Deborah, as a volunteer, staffs the coffee cart and has become a much appreciated volunteer for the organization.

Deborah's friendly customer service brightens everyone's day at Chrysalis Center and is a testament to the organization's motto of *Getting Help... Getting Better... Giving Back.* Come have a cup of coffee on us!

Pictured on the cover, DEBORAH, Chrysalis Center Coffee Cart Volunteer

Giving Back.



CHRYSALIS CENTER CELEBRATES *A Year of Giving Back...*

2010

HIGHLIGHTS, ACHIEVEMENTS & AWARDS

- Awarded a \$100,000 operations grant from the Kresge Foundation.
- Moved into new headquarters, Chrysalis Commons.
- Chrysalis Center went “Tobacco Free.”



- The Carriage House at Rockville opened supportive housing for 7 Veterans.
- Recovery and Empowerment Center created Health and Wellness programming, offering: yoga, Zumba, Wii Fitness classes and a focus on living a healthy lifestyle.
- Created new programs to expand our mission through Homelessness Prevention and Rapid Re-Housing, Nursing Services and Frequent User Service Enhancement Services on line.



- Published an article in the National Council for Behavioral Healthcare magazine for best practices on providing employment services to ex-offenders.
- Chrysalis Commons received the Award of Excellence for Best Adaptive Re-Use of a Building from Connecticut Main Street Center.
- Awarded the “Think Change” Award for Homelessness Prevention and Rapid Re-Housing from Connecticut Coalition to End Homelessness.

- Hosted federal officials from U. S. Department of Housing and Urban Development who toured the agency’s supportive housing sites.
- Participated in the Walk Against Hunger to raise money for Freshplace, new community food pantry. Freshplace received over \$13,000 of this money.
- Opened the Employment Support Network, which provides services to help ex-offenders gain employment.



MESSAGE FROM

CHIEF EXECUTIVE OFFICER & BOARD CHAIRMAN



Carolyn Phillips, *Board Chairman*

Sharon L. Castelli, *Chief Executive Officer*

Dear Friends,

In 2010, Chrysalis Center celebrated 35 years of service to the community and realized the dream of moving to a new headquarters building that houses nearly all of the agency's services.

We thank all those who contributed to the capital campaign for Chrysalis Commons, our new home on Homestead Avenue at Woodland Street in Hartford. Your support makes it possible for Chrysalis Center to offer "one-stop shopping" for those we serve and to operate with increased efficiency. We are grateful for our new home every day we come to work. Those we serve are grateful for the clean, modern facilities where they receive services and take part in educational or skill-building activities at the Recovery and Empowerment Center.

As you can see on the front cover foldout, Chrysalis Center added several new services this year. The agency continually evaluates the needs of the community and develops targeted services to meet those needs, such as providing supportive housing for homeless Veterans with disabilities. Chrysalis Center plans to continue to expand its offerings to respond to emerging needs and make certain that our services remain relevant. By expanding operations and diversifying funding sources, we help ensure that the organization thrives, in order to continue to serve the community for many years to come.

Deborah, pictured on the cover, exemplifies the Chrysalis Center spirit of getting help... getting better...giving back. By serving others and providing mentoring to her peers, Deborah shows that recovery is possible. One look at her smile is all the proof you need.

Thank you for your support to make sure that Deborah, and many others like her, receive the help they need to live independently in the community in safe, decent affordable housing, to find jobs needed to become productive members of our community, and to work to transform their lives to meet their personal goals.

Sharon L. Castelli
Chief Executive Officer

Carolyn Phillips
Board Chairman

LOOKING AHEAD

2010



Chrysalis Center continually works to best meet the needs of the community. In the coming year, the agency has three exciting projects coming online:

FRESHPLACE

Freshplace is a fresh food pantry serving the Upper Albany/Asylum Hill neighborhoods of Hartford. Freshplace not only provides fresh fruits and vegetables, dairy, meat and staple items to families in need, but also links participants to additional support services in the community. Research conducted by the University of Connecticut will indicate whether participants in this innovative food pantry model demonstrate greater food security and self-sufficiency than patrons of traditional food pantries. Freshplace is a collaborative project among Chrysalis Center, the Junior League of Hartford, Inc., and Foodshare.

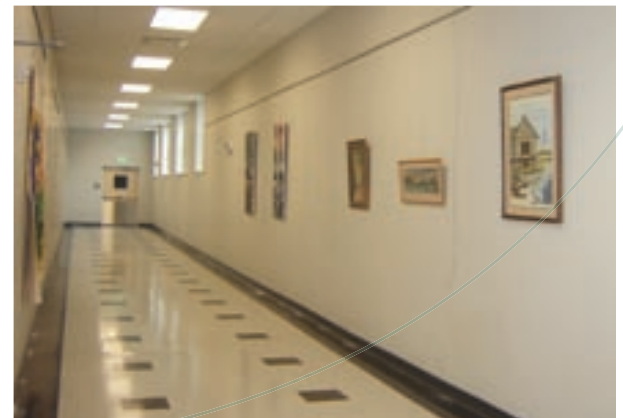
LA COCINA

La Cocina ("the kitchen") at Chrysalis Commons is a commercial kitchen opening in 2011. La Cocina will offer culinary arts training to clients from Chrysalis Center and other agencies providing community support services. The goals are to train participants for employment in the food service industry. In addition to providing hands-on training, the new kitchen will allow Chrysalis Center clients to develop a catering business, expanding on successful coffee cart services.



THE GREEN DOOR GALLERY

The Green Door Gallery offers space at Chrysalis Commons to showcase artistic talents of agency clients as well as community members. Its name honors individuals released from state psychiatric hospitals in the 1960s and 1970s who met for peer support at a site known as The Green Door. It was this group that led to the founding of Chrysalis Center.



COMMUNITY EMPLOYMENT SERVICES

2010



Community Employment Services use an evidenced based, best practice model. Initial and ongoing assessments of the individual, their work skills and their place of employment, are conducted to ensure that the individual is in a job that best matches his or her skills. Staff work in partnership with the individual to meet their goals based on their strengths, needs, abilities and preferences.

COMMUNITY EMPLOYMENT SERVICES INCLUDE:

EMPLOYMENT AND RECOVERY NETWORK

Designed to closely integrate clinical and employment services, Employment and Recovery Network is housed at

500 Vine Street in Hartford. Using the evidenced based Individual Placement and Support model (IPS), it features resume development, rapid job placement, on the job supports, zero reject policy, customer choice and teamed clinical and employment staff.

EMPLOYMENT SUPPORT NETWORK

The Employment Support Network offers employment services funded by State of Connecticut Department of Correction. Employment Support Network works with both male and female adults who are currently serving parole for six months or more. The average program length is 90 - 150 days, based on individual needs. Utilizing a accountability service approach, the goal of this program is to work closely with each individual seeking employment, providing them the necessary resources, knowledge and skills to become employed. Through gainful employment, participants learn to live productively in the community and also reduce recidivism.

SUPPORTIVE HOUSING EMPLOYMENT SERVICES

This unique service offers employment support to individuals participating in Project H.E.A.R.R.T. (Housing, Employment, Alternatives & Risk Reduction Team) and Soromundi Commons. Supportive housing case managers work closely with an employment specialist to insure coordination and a priority focus on employment.

COMMUNITY EMPLOYMENT SERVICES ALSO INCLUDE:

- Career exploration
- Job leads/contacts
- Job development
- Job seeking supports



EMPLOYMENT & RECOVERY NETWORK: 57 participants gained employment during the year

EMPLOYMENT SUPPORT NETWORK: 68 participants gained employment during the year

COMMUNITY SUPPORT SERVICES AND CASE MANAGEMENT

2010



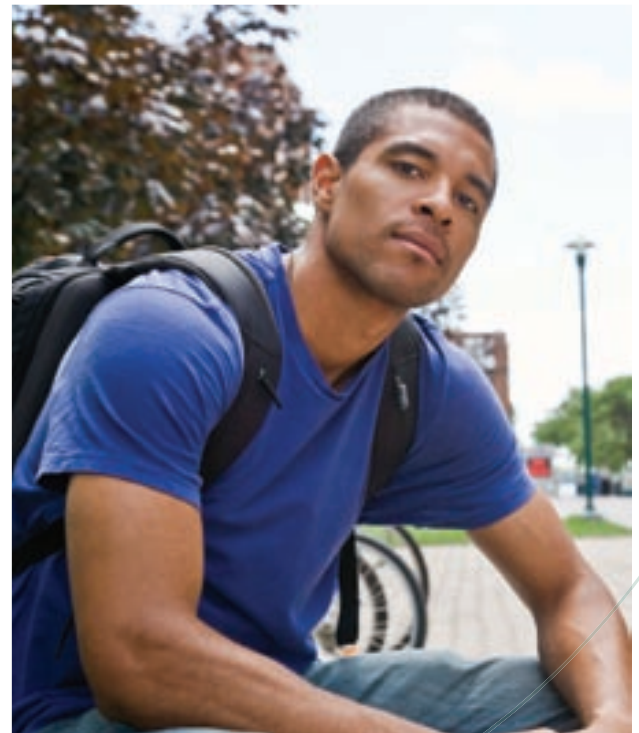
Community Support Services and Case Management are replicated after national best practices and are designed to assist individuals to meet critical health, recovery, rehabilitative and other individual-identified life goals including: obtaining/maintaining safe and affordable housing, managing life tasks essential to living in the community, managing mental and physical healthcare needs, obtaining employment and other vocational goals, living in an integrated manner in the community of choice in the least restrictive setting and creating and sustaining natural supports in the community.

RESIDENTIAL COMMUNITY SUPPORT SERVICES

Residential Community Support Services provide flexible wraparound supports tailored to meet the needs of adults 18 years of age or older, who are poor and have a primary diagnosis of severe and prolonged psychiatric disabilities. Our goal is to assist individuals to acquire and maintain safe, affordable housing while living successfully in the community. Services are available to 75 individuals in Hartford and West Hartford and include medication education, life skills training and individualized wraparound support services.

COMMUNITY RESOURCE SERVICES

Community Resource Services use a self-help, peer support model to provide community case management to adults 18 years of age or older who have a psychiatric or co-occurring substance abuse diagnosis. The service assists individuals to obtain and maintain decent, affordable housing, while providing individualized support services, including self advocacy and peer support. The goal of the service is to assist individuals to live as independently as possible in the community. Community Resource Services emphasizes hope, self-advocacy and self direction. Services are available to 65 individuals living in West Hartford, Simsbury, Farmington, Avon, and Canton.





COMMUNITY INTEGRATION SERVICES

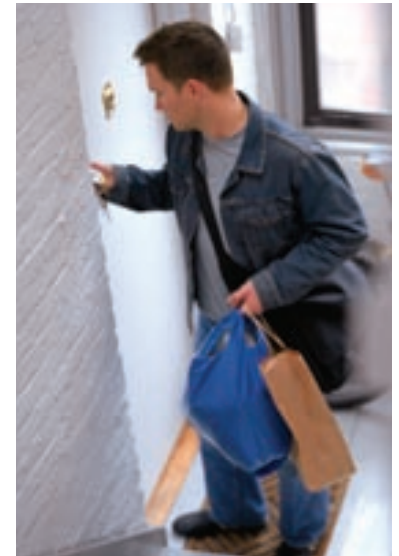
Community Integration Services are funded by the Connecticut Department of Mental Health and Addiction Services (DMHAS). CIS provides community-based support services to 22 individuals who are either being diverted from incarceration or re-entering the community from incarceration with diagnosed mental health issues. Services promote access to employment or entitlements as well as stable housing. Once individuals are housed and have a steady income, services focus on maintaining stability within the community.

COMMUNITY TRANSITIONAL SERVICES

Community Transitional Services provide flexible wraparound case management supports tailored to meet the needs of up to 30 individuals, adults 18 years of age or older, who are being released from prison, or on parole or transitional supervision. Our goal is to increase participants' independence and self-reliance so that individuals can become contributing community members. Participants live in housing for up to six months while receiving assistance to obtain employment and acquire safe, affordable housing, and meet the terms of their parole or transitional supervision release. Services are available to 18 individuals in transitional apartments located in Hartford.

HOMELESSNESS PREVENTION AND RAPID RE-HOUSING

Homelessness Prevention and Rapid Re-Housing provides temporary financial assistance and housing relocation and stabilization services for those that would be homeless but for this assistance. Support is available for those eligible in the Capitol Region (excluding Hartford and New Britain).



NURSING HOME DIVERSION AND TRANSITION PROGRAM

Nursing Home Diversion and Transition is a program through the State of Connecticut Department of Mental Health and Addiction Services. Developed to reduce the dependence on nursing homes to serve individuals with serious and persistent mental illness, the goal of this program is to make sure that individuals receive services in the least restrictive setting as possible. A Chrysalis Center Nurse Clinician works collaboratively with Local Mental Health Authorities and the DMHAS Office of the Commissioner to successfully divert clients from admission to a nursing home. Individuals currently in nursing homes are transitioned back into the community through housing, mental health and other outreach services.

Successes

Homelessness Prevention and Rapid Re-Housing:

No one returned to homelessness after receiving services (*Benchmark 20%*)

Residential Community Support Services:

91% of participants were discharged to stable housing (*Benchmark 80%*)

COMMUNITY SUPPORTIVE HOUSING

2010



Supportive Housing Services provide permanent, independent housing that is safe and affordable to individuals and families who are homeless, especially those who have special needs including psychiatric disabilities, HIV/AIDS and/or substance abuse histories. The goal of supportive housing is to enable formerly homeless individuals to live stable, independent lives by providing permanent housing with support services.

HUDSON VIEW COMMONS

Hudson View Commons is one of the first supportive housing models in the State of Connecticut. Now 15 years old, this 28-unit building houses a mix of tenants who were formerly homeless and who have a primary diagnosis of any of the following: psychiatric disabilities, substance abuse and/or HIV/AIDS. Other tenants are individuals with low income. The goal of the services is to assist tenants to maintain permanent housing. The services, available to all 28 tenants, include case management, supportive counseling and employment supports.

PROJECT H.E.A.R.R.T.

(Housing, Employment, Alternatives and Risk Reduction Team) Chrysalis Center serves 100 individuals who are 18 years of age, or older, who were previously homeless, struggling with primary substance abuse, and may have a psychiatric disability or HIV/AIDS. The goal of this project is to assist formerly homeless individuals to obtain and maintain safe, affordable permanent housing and to obtain and maintain employment. The services include case management, supportive counseling and employment services.

COMMUNITY HOUSING & HEALTH SERVICES

Community Housing & Health Services provide flexible supports to individuals and families diagnosed with HIV/AIDS. Services focus on managing medication, reducing homelessness, helping individuals obtain and keep safe, affordable housing, accessing healthcare services, providing health education and assisting individuals and their families in coping with the effects of the illness. A primary goal for individuals is to live as independently as possible in their communities. Services are available to 24 individuals and families in Hartford, East Hartford, Wethersfield, Bloomfield and West Hartford.

SOROMUNDI COMMONS

Soromundi Commons is a supportive housing project developed in collaboration with the YWCA of the Hartford Region. Soromundi has capacity for 71 units of housing including emergency shelter, transitional and supportive housing units, all under one roof. This project, the first of its kind in the nation, offers on-site case management, employment and healthcare supports.





FAMILY MATTERS

Family Matters provides case management services and housing subsidies to 15 individuals with dependent children under the age of 18 years old. All families have come from homelessness and all are recovering from psychiatric disabilities, HIV/AIDS and/or substance abuse. Services are available in the towns of Bloomfield, West Hartford and Wethersfield.

NEXT STEPS

Next Steps is a supportive housing initiative that serves 28 individuals who have severe or prolonged psychiatric disabilities and/or substance abuse, who were chronically homeless or at risk of becoming homeless. The service provides housing and case management to assist the individuals served to maintain stable housing and work towards recovery.

VETERANS SUPPORT SERVICES

Veterans Support Services provide housing subsidies and case management for 25 individuals who have served in the United States military. Veterans struggling with mental illness and substance abuse following their tour of duty often become homeless. Veterans Support Services provide these individuals with a home and the supports needed to re-build their lives.

This year, The Carriage House at Rockville opened in Rockville, Connecticut. An historic carriage house at an old mill mansion property was revitalized into seven one-bedroom apartments for Veterans. The program provides support services to each Veteran through case management staff, assisting them to maintain stability and engaging them in the community.

FREQUENT USER SERVICE ENHANCEMENT

Frequent User Service Enhancement provides enhanced case management and housing subsidies, with a particular focus on employment, to 10 single adults in Hartford. Participants have been identified by a unique data-matching process as having significant experiences of homelessness and multiple jail admissions.

Successes

Community Housing and Health Services:

100% of clients with HIV/AIDS received support to improve their quality of life (*Benchmark 90%*)

Frequent User Service Enhancement: None of the participants returned to homelessness (*Benchmark 20%*)

Hudson View Commons: **100%** of clients accessed on-site case management services (*Benchmark 60%*)

Next Steps: **100%** of participants accessed services within six months of entering program (*Benchmark 40%*)

Veterans Support Services:

100% of clients increased their level of functioning over a six month period (*Benchmark 75%*)

RECOVERY & EMPOWERMENT SERVICES

2010



Recovery and Empowerment Services assist each individual in their recovery process. Aimed at increasing independence and building critical community support networks, these services provide skill based, advocacy, recovery, social, recreational and employment opportunities in a group or one-on-one setting.

RECOVERY AND EMPOWERMENT CENTER

The Recovery and Empowerment Center provides social rehabilitation, leadership training, life-skills training groups, as well as recovery and work readiness services to low-income

adults who reside in Greater Hartford. Participants must meet criteria for severe and prolonged mental illness or co-occurring substance abuse.

Recovery and Empowerment Center offers a three-track structure:

- **Social and Recreational Activities** – that decrease isolation and depression and increase a participant’s confidence in living in the community
- **Education and Employment** – linkage to GEDs, secondary education, CT Works, volunteering on Coffee Cart
- **Health and Wellness** – to develop lifelong healthy habits including but not limited to: smoking cessation, yoga, Zumba groups and many health and wellness activities

One of REC’s signature offerings is Culinary Arts and Catering. Participants learn basic components of the food service industry and develop skills in food preparation, sanitation, use of kitchen tools and equipment, menu development and planning. Graduates also receive training which may lead to “safe serve” certification or qualification for entry level positions in the food service industry. Through these services, Chrysalis Center helps individuals who struggle with poverty and mental illness and/or substance abuse to build upon their strengths and achieve their personal goals.

PHOENIX CLUB

Phoenix Club is a consumer run social club that provides educational, social and other activities. Membership is open to any adult consumer of mental health services who lives in West Hartford, Avon, Canton, Simsbury or Farmington. A monthly newsletter publicizes the Club’s activities. Transportation is provided.

GROWING THROUGH SEWING

Growing Through Sewing, a sewing instruction workshop, provides individuals with tools to become self-sufficient, a safe environment in which to spend time and learn, and an outlet for creativity. Growing Through Sewing helps participants gain self confidence and self esteem to transform their lives. Participants earn income from items they make and sell.



Recovery and Empowerment Center: 428 consumer-run events (*Benchmark 160*)



Chrysalis Center is grateful and proud to acknowledge support from the following individuals, businesses, foundations, churches and friends in the community for their contributions during our 2009-2010 fiscal year. Many thanks to all our supporters whose generosity enables us to continue our mission. We have checked our lists carefully. Please contact us with omissions or errors.

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Ms. Joanne Scannell
Harold I. Schwartz, M.D.
Ms. Carolyn Shaw
Ms. Stephanie L. Sheaffer
ShopRite of Manchester
Ms. Maryellen Shuckerow
Ms. Victoria L. Silva
Ms. Belinda T. Smith
Soroptimist International
of Greater Hartford
Ms. Linda Steiner
Ms. Maria G. Sullivan
Ms. Elizabeth Summa
Ms. Christine L. Swingle
Mr. Reed Tapper
Ms. Helen M. Toth
Travelers Companies, Inc.
University of Connecticut
University of Massachusetts
Village for Families and Children
Ms. Jean Wagner
Ms. Donna Waite
Ms. Barbara Watson
Ms. Diane Widger
Ms. Geri Williams
Yale University
YWCA Board of Directors
YWCA of the Hartford Region, Inc.
Ms. Caroline Zachmann
Ms. Denise Zachmann

We gratefully thank all the businesses in the community that employ those we serve.

Grant Awards

Aetna Foundation, Inc.
Ahearn Family Foundation
Asylum Hill Congregational Church
Bank of America
Beatrice Fox Auerbach Foundation Fund
J. Waltson Bissell Foundation, Inc.
Citizens Bank Foundation
Corporation for Supportive Housing
Fisher Foundation, Inc.

Foodshare, Inc.
Greater Hartford Automobile Dealers Association
Hartford Foundation for Public Giving
Hartford Foundation for Public Giving - Anonymous 38 Fund
Hartford Foundation for Public Giving - Aaron Marks Foundation
Hartford Foundation for Public Giving - Thomas Meredith Fund
Hartford Foundation for Public Giving - Samuel Roskin Trust
Hartford Foundation for Public Giving - Spencer Turbine Foundation Fund
Junior League of Hartford, Inc.

Kresge Foundation
George A. and Grace L. Long Foundation
NewAlliance Foundation
Laura J. Niles Foundation
RCAC North Region Mental Health Board
Solomon & Katie Wohl Foundation
TD Bank
Teel's Marsh Foundation
Webster Bank

FINANCIAL REPORT



Financial Statement For The Year Ending June 30, 2010

Operating Revenues:

Government Contracts	5,782,721
United Way of Central and Northeastern Connecticut	38,400
Contributions and Grants	510,640
Program Fees	484
Interest Income	38
Miscellaneous	81,876
Total Revenues	6,414,159

Operating Expenses:

Community Case Management Services	1,546,444
Recovery and Empowerment Services	519,464
Employment Services	921,855
Supportive Housing Services	2,300,874
Nursing Services	44,503
Total Service Expense	5,333,140

Administrative and General Expenses	1,047,253
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Total Operating Expense	6,380,393
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Total change in operating unrestricted net assets	33,766
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Total other/unrestricted net assets, building	88,514
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Change in Net Assets	122,280
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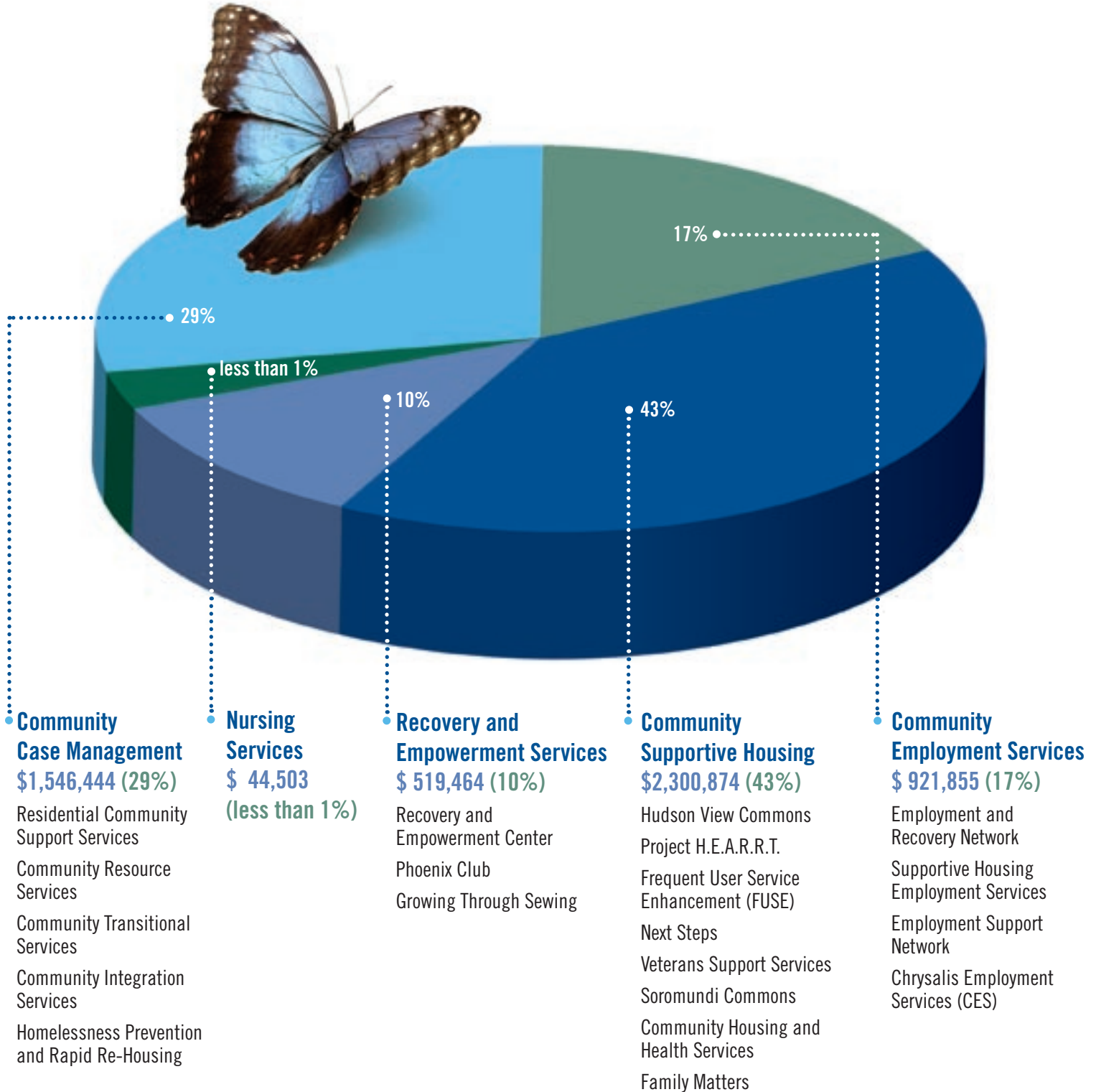
Net Assets, beginning of year	5,437,419
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Net Assets, end of year	5,559,699
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SERVICE DEMOGRAPHICS

2010 

TOTAL INDIVIDUALS AND FAMILIES SERVED: 2,864



OFFICERS

Carolyn Phillips, *Board Chairman*

Steven Ruth, *Vice Chair*

Rosemary Leitz, *Treasurer*

Karen Bullock, Ph. D., *Secretary*

DIRECTORS

Victor Agosto

Yvonne Bennett-Biggs

James Christopher

Judith E. Lackey

David J. McQuade

Joel C. Norwood

Maisie Russell

Harold I. Schwartz, M.D.

Jean K. Wagner

CHIEF EXECUTIVE OFFICER

Sharon L. Castelli

SENIOR MANAGEMENT TEAM

Anthony Hebert,
Chief Operating Officer

Pamela Fitzgerald,
Chief Financial Officer

Maryellen M. Shuckerow,
Chief Development Officer



CHRYSALIS
CENTER, INC.

255 HOMESTEAD AVENUE
P.O. BOX 320613
HARTFORD, CONNECTICUT 06132
WWW.CHRYSALISCENTERCT.ORG



Funded in part by:

The State of Connecticut Department of Mental Health and Addiction Services
The State of Connecticut Department of Social Services
The U.S. Department of Housing and Urban Development
The State of Connecticut Department of Correction
HOPWA Program (Housing Opportunities for Persons with AIDS)
Allocated by the City of Hartford
The United Way of Central and Northeastern Connecticut

CARF

(Commission for the Accreditation of Rehabilitation Facilities):

Community Case Management and Supportive Housing Services
Psychosocial Rehabilitation Services

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HARTFORD, CONNECTICUT 06132
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Chrysalis Center, Inc. is an affirmative action employer committed to fostering diversity in the workplace.