



A Message From
Jennifer Carlson,
President/Chief Executive Officer

As we reflect on 2024, I am proud to share how FLACRA continues to adapt, grow, and lead during a time of change in behavioral healthcare. Amid evolving Medicaid, rate, and funding structures, we remain steadfast in our mission to deliver accessible, integrated, and high-quality care.

Through our Certified Community Behavioral Health Clinics and Opioid Treatment Programs, as well as initiatives like the Supportive Crisis Stabilization Center and True North, we continue to build comprehensive systems of care that meet people where they are. Our work is rooted in innovation and compassion—recognizing that recovery is not linear, but a lifelong journey shaped by resilience, partnership, and trust.

As we look to the future, FLACRA will keep advancing whole-person care models that strengthen our communities and transform lives. To our dedicated staff, courageous clients, and valued partners—thank you for standing with us. Together, we will shape the future of behavioral health.

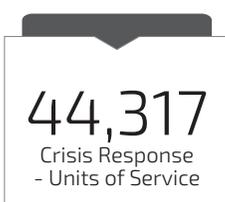
With gratitude,

Jennifer Carlson
 President / Chief Executive Officer

“We remain steadfast in our mission to deliver accessible, integrated, and high-quality care.”

- Executive Leadership Team**
 Jennifer Carlson, President & CEO
 Ruth Donk, Chief Administration Officer
 Stephan Kotsch, Chief Financial Officer
 Jessica McCall, Chief Operating Officer
 Jason Briggs, Executive VP of Programs & Clinical Care Management
 Crystal Clark, Executive VP of Quality Assurance
 Michelle Colegrove, Executive VP of Nursing & Medical Services
 John L'Hommedieu, Executive VP of CCBHC
 Desirae Adams, VP of Residential Services
 Kristina Loughlin, VP of Outpatient & Community Based Services
 Charles Weaver, Jr., VP of Information Technology
 Yvonne Fitzgerald, VP of Facilities
 Jennifer Maine, VP of Quality Assurance

IMPACTFUL JOURNEY



CLIENT DEMOGRAPHICS

Total Clients Enrolled - All Programs

	2023	2024
Gender		
Men	3096	3174
Woman	2269	2364
Other	14	19

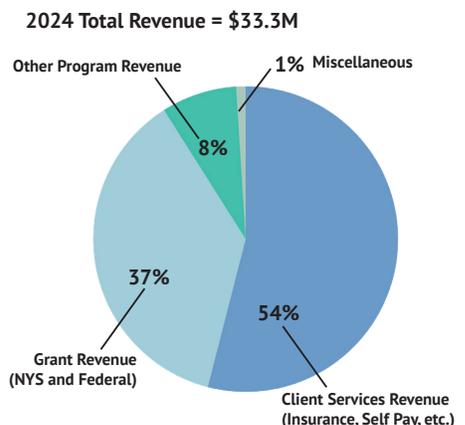
Race		
White	2387	3187
Black or African American	369	585
Other/unknown	356	550
American Indian/Alaskan Native/Asian	27	34
Hispanic Origin (can be another race)	277	424

Age Range		
Under 10	35	61
10-19	298	339
20-29	749	789
30-39	1668	1678
40-49	1218	1282
50-59	796	814
60-69	515	504
70+	100	90

Primary Drug of Choice at Admissions		
Alcohol	1441	1517
Crack/Cocaine	486	493
Marijuana/Cannabinoids	242	213
Heroin/Opiates	1120	1059
Methamphetamines	146	158



“Recovery has given me a future, and with FLACRA’s support, I finally have a home filled with love and hope.”
 — Alexandria - Client Since April, 2023



Programs and Services

Clinical Services

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

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

Opioid Treatment Program

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

Connections, Canandaigua, NY

Connections, Seneca Falls, NY

Connections, Penn Yan, NY

Connections Begin!, Newark, NY

Youth Clubhouse



SCAN TO ACCESS WEBSITE

www.flacra.org



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