



## **Together We Will**

Providing Behavioral Health Treatment and  
Recovery Services throughout the Finger Lakes Area

**Report To The Community**

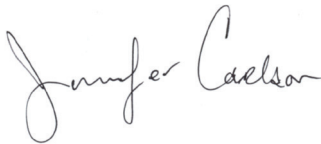
# A Message From **Jennifer Carlson,** **President/Chief Executive Officer**

Our community is witnessing unprecedented times. Faced with a multi-year global pandemic, we are observing a heightened awareness of behavioral health needs and the plight of individuals who are unhoused across our nation. At Finger Lakes Area Counseling and Recovery Agency (FLACRA), we are engaged daily in transformative endeavors to better understand and address the complex and ever-expanding needs of our local communities.

In this report, you will find highlights from our strategic response to the opportunities and challenges presented by the current health and economic crisis. In building our strategic plan, we aimed to take a balanced approach to examining our world and our organization, and to developing a roadmap in the context of four critical perspectives: financial, customer, operational, and workforce. We have set forth a three-year plan with strategic goals and actions that will support our intent to thrive in transition and through transformation for excellence in managing care.

Our plan of action is fully aligned with FLACRA's brand pledge, renewed mission and vision, and shared values – each aspect leveraging valuable input from our employees, leaders, and board members. We look forward to accomplishing all we have set out to achieve and to reporting our progress along the way. Please join me in celebrating our past successes and mobilizing for the future!

Together We Will



**Jennifer Carlson**  
*Chief Executive Officer*

## **Mission**

To provide comprehensive and quality care for individuals and families in the Finger Lakes area whose lives are affected by substance use disorders and/or mental health care needs

## **Vision**

To help all we serve continue on their treatment and recovery pathway for a better life



## **THE FLACRA FAMILY**

### **Executive Leadership Team**

Jennifer Carlson,  
President & CEO

Ruth Donk,  
Chief Operating Officer

Danielle Tilden,  
Executive Vice President

Jason Briggs,  
Executive Vice President

Andrea Greene,  
Vice President of Residential  
Services

### **Senior Leadership Team**

Melody Thorpe,  
Senior Director of Finance

John L'Hommedieu,  
Senior Director of Residential  
Services

Kate Bluett,  
Senior Director of Residential  
Services

Joy Field,  
Senior Director of Advanced  
Business Data Analytics and  
Facilities Services

Jessica Chase,  
Senior Director of Housing &  
Community Based Services

Brianna LaDelfa,  
Senior Director of Operations -  
Monroe Region

Crystal Clark,  
Senior Director of Quality  
Assurance

### **Board of Directors Chair**

Amaris Elliot-Engel

## Community Impact



**Successful completions**  
Addiction Crisis Center **85%**  
Otte Hall **75%**



**538** clients active in our continuing care program

**409** clients participated in Connections Rounded Recovery

**3,454** clients served by COTI outreach program



**405** average number of COTI referrals each month

**33,786** services provided by COTI

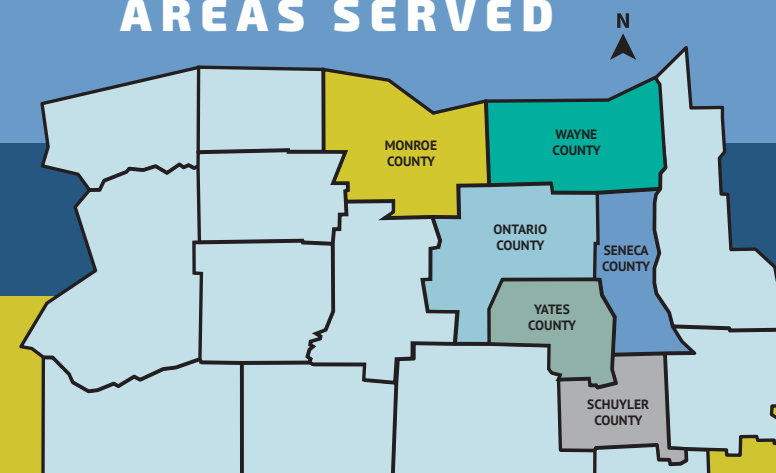


**300** average number of intake screens per month

**563** clients served by housing program

**65** Certified Recovery Peer Advocates

## AREAS SERVED





## Connections Rounded Recovery

### Expanded into Seneca and Wayne Counties

Connections Rounded Recovery, FLACRA's recovery community center in Canandaigua, New York, opened its doors in Spring 2019. This comprehensive program provides multiple pathways to recovery and helps to bridge an array of community services and referral support to formal treatment opportunities. This service has continued to grow and has opened and developed satellite centers in Seneca Falls, Penn Yan and the Connections Begin! Youth and Family Clubhouse in Newark. We are actively working to add services to all of the communities we serve.

Connections holistic approach offers support for the mind, body, and spirit to help promote long-term recovery. Peer-led services are provided in a welcoming and compassionate environment. Activities include health and wellness classes, education and skill-building classes, and support groups. Additional support, including formal referrals and connections to community resources, can be tailored to each individual's journey. Together, these services are designed to help individuals develop the skills needed to build healthy relationships, live more independently, and pursue meaningful employment.

Connections Peer Recovery Training continues to grow and offers initial Credentialed Recovery Peer Advocate (CRPA) Training as well as Peer Ethics, Medication Assisted Recovery, Peer Supervision, and growing our offerings regularly! Contact Connections Rounded Recovery for more information.



## A one-stop wellness center

In 2020, the Substance Abuse and Mental Health Services Administration (SAMSHA) awarded FLACRA a Certified Community Behavioral Health Clinic (CCBHC) Expansion Grant. One Stop Wellness of the Finger Lakes overarches the Penn Yan Outpatient Center for Mental Health and Substance abuse treatment as well as the Geneva Integrated Outpatient Clinic and supports a comprehensive array of services that create access to care, stabilizes individuals in crisis and provides necessary treatment for those with the most serious, complex mental illnesses and substance use disorders.

The CCBHC model used by One Stop Wellness of the Finger Lakes works to bridge behavioral and physical health treatment gaps, provide continuity of care, and establish innovative partnerships throughout the community to support improvements in clinical quality of care and reduce readmission, reoccurrence, and recidivism.



# Make the Call

24/7 Opioid Response Team

**833-4-FLACRA**  
(833-435-2272)

## FLACRA Mental Health Services

### New location added in Penn Yan

Open since February 2018, FLACRA Mental Health Services (FMHS) is an integral part of comprehensive care. Our mental health clinic is staffed by licensed clinicians and psychiatrists who provide individual and family treatment services utilizing a client-centered approach.

Our clinic offers a full array of services including individual and family psychotherapy, medication assisted therapy, and group counseling in English and Spanish. Therapy begins with a comprehensive evaluation, psychiatric evaluation, and medical

assessment. We then work with each client to develop a treatment plan that meets their specific needs. Appointments are offered during the day, evening, and on Saturdays to increase accessibility and convenience, and encourage success.

We have a new Mental Health Clinic location in Penn Yan. Penn Yan Mental Health Clinic is serving children ages 5+. Both Rochester and Penn Yan offer telehealth to help make it easier for people looking to address their mental health care needs.

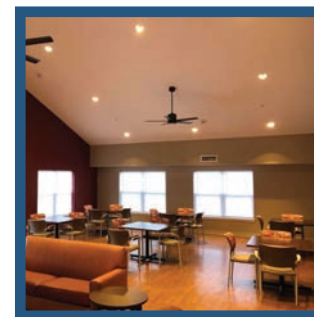
## Housing Services at FLACRA

### Town Side at Pre-Emption

FLACRA and Rochester's Cornerstone Group partnered through the Empire State Supportive Housing Initiative (ESSHI) to provide an affordable housing community in Geneva, New York. Located in Ontario County, Town Side at Pre Emption offers low-income, permanent supportive housing for frail seniors, age 55 and older, who are at risk of homelessness. This community consists of 44 units and offers one-, two-, and three-bedroom apartments. Town Side also features a large community room with kitchen, fireplace and porch, business center, and 24-hour access to an exercise room.

### Additional Services

FLACRA provides multiple housing programs to support independent and supported housing options including programs for Permanent Supported Housing (PSH), Rental Assistance and Supportive Services (SPC), Empire State



**Affordable Housing for Seniors** Check out Town Side at Pre-Emption, our low-income subsidized apartments with support services.

Supportive Housing Initiative (ESSHI), New York State Supportive Housing Program (NYSSHP), Homeless Housing and Assistance Program (HHAP), Solutions to End Homelessness Program (STEPH), and Emergency Services Grant (ESG).



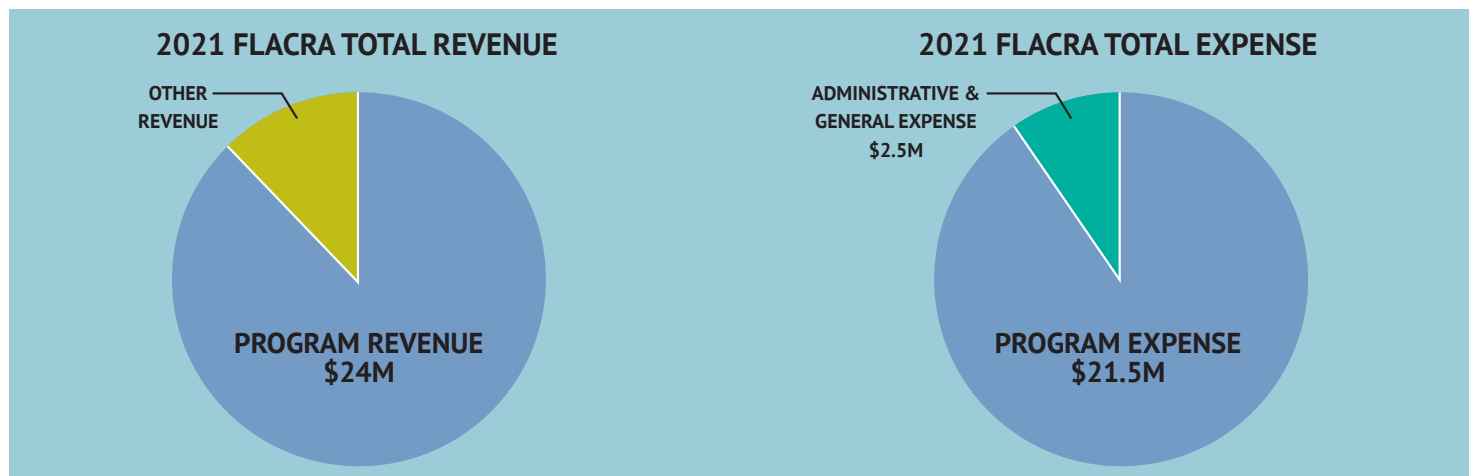
**“I love working for FLACRA, the Peer Program, and the great work we do. There isn’t a day that I don’t want to come to work.”**  
— Guy Morse, CASAC, Director of Recovery Services

## Meet Guy

For Guy Morse, FLACRA Peer Program Manager, being in recovery is as much about the support you provide to others as the support you receive. Guy joined FLACRA four years ago as a counselor in our outpatient department. He then served as the manager of Maxwell Hall and now leads our Peer Management program. Guy has been in recovery since March 12, 1991, and has been serving as a peer since he started his career in 1993 at a detox unit in Geneva, New York.

Guy sees his job and his recovery as a great responsibility to set a positive example for others. And while he uses his personal experiences to help clients, he believes it’s more important to listen than to talk. “As peers, the greatest thing we can do is to listen with compassion and understanding. It helps to be a cheerleader too. Our clients need someone to cheer them on and to encourage them to continue the healthy habits that help sustain their recovery. And that’s one of my favorite things about FLACRA and the people I work with. The support flows both ways. My recovery has also been aided by my experiences here and the outpouring of love, respect, and support from the FLACRA family. I love working for FLACRA, the Peer Program, and the great work we do. There isn’t a day that I don’t want to come to work,” says Guy.

## Financial Information



## Program and Services

### Clinical Services

#### (On-site, In-Community and Telehealth)

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

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

Outpatient Mental Health Services

Home and Community Based Services (HCBS/CORE)

Center Of Treatment Innovation (COTI) and Mobile Clinic Services

### Housing and Vocational Services

Independent and Supported Housing, including Veterans Housing Services

Vocational and Employment Support Services

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 and Satellite Centers

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!

### 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

### 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

Geneva Clinic  
246 Castle Street  
Geneva, NY 14456  
(315) 781-0771

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

Penn Yan Outpatient Treatment Center  
1 Keuka Business Park  
2266 Rte 54A Ste 300  
Penn Yan, NY 14527  
(315) 536-7751

Dundee Central School District Satellite Clinic  
55 Water Street  
Dundee, NY 14837  
(315) 536-7751

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

East Ave Mental Health Clinic  
339 East Avenue #303  
Rochester, NY 14604  
(585) 434-2633

## 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
- Elmira Psychiatric Center
- Endeavor Health Services
- Family Service Society of Chemung County
- Finger Lakes Community Health
- Finger Lakes Performing Provider System
- Genesee Council on Alcoholism and Substance Abuse
- Geneva General Hospital
- Soldiers and Sailors Memorial Hospital
- Housing Options Made Easy, Inc.
- Huther Doyle
- Interim
- Jordan Health
- Keuka Housing
- 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
- Ontario County Mental Health
- Ontario Family Promise
- Partnership for Ontario County
- Pathways, Inc.
- Recovery Houses of Rochester
- Regional Primary Care Network
- Rochester Psychiatric Center
- Rochester Regional Health
- Rochester Rehabilitation
- Pivotal
- 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
- Veterans Outreach Center
- Villa of Hope
- Wayne ARC Affiliate Providers
- Wayne County Action Program
- YWCA



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