Neither Do We.

Recovery Never Stops.

Neither Do We.
Recovery Never Stops. Neither Do We.

2012 Annual Report

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In celebrating our achievements in this 2012 Annual Report, we extend a tribute to the courageous men and women who entrust their lives to our care as they embark on their recovery journey, and to the employees, volunteers, and donors who dedicate themselves so selflessly to providing that care.

Take Howie Hassenfeldt and Tim Harmon (page 3), Rushford clients who bravely share their experiences, struggles and successes. By telling their stories, they help break through and reduce the stigma that exists in our community due to a lack of understanding of the nature of behavioral health conditions. They also educate and inspire by demonstrating that psychiatric and substance use disorders are treatable, that people who live with these conditions can and do recover and lead fulfilling lives.

We also examine the stories of two of the approximately 400 talented employees who serve clients with remarkable dedication, day in and day out. Pam Waranowicz (page 10) is Rushford’s Clinical Coordinator of Admissions and a 2012 recipient of the Nightingale Award for Excellence in Nursing. Pam was chosen for this award by her peers, who recognized her special qualities and the unique impact she has on our clients. We also highlight Michael Cole (page 4), a Clinical Assistant at Rushford’s Middletown addiction treatment center, who walks the same road of recovery as the clients he serves.

We also, for the first time, devote a section of this report to the Rushford Foundation which, under the capable leadership of Shauna Lee Panglinan, has renewed purpose in supporting and furthering the Rushford mission. Shauna is guided skillfully in her work by volunteers and donors such as Carol and David Director (Page 13).

The road to recovery from psychiatric disorders and addiction never stops and, for nearly 40 years, neither has the dedicated staff at Rushford. As a partner of the Hartford HealthCare Behavioral Health Network that includes The Institute of Living, Natchaug Hospital, and the psychiatry departments of MidState Medical Center and The Hospital of Central Connecticut, Rushford is proud to provide our clients with the most complete and integrated continuum of behavioral health services in Connecticut.

To all of our supporters, I thank you for sharing our passion for serving the community and our clients - for whom recovery never stops…and neither do we.

Sincerely,

Jeff Walter,
President and CEO, Rushford

A letter from:

Jeff Walter
President & CEO
Rushford

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Tim Harmon

Seeing him today, 19-year-old Tim Harmon fits the stereotypical picture of health: rosy glow, strong arms from hours spent in the gym and a confident gait. But on the morning of October 19, 2011, Mary Ann Harmon discovered her son unresponsive. “I found him face down in bed. He was cold and ashen. I yelled to him. No response. I could not feel a pulse, and he had just one breath every 10 to 12 seconds. I couldn’t pull him off the bed.” Mary Ann – a Registered Nurse - performed CPR, and ordered others in the house to call 9-1-1. Tim had overdosed on a combination of drugs, including K2 (synthetic marijuana), cough syrup, and, most significantly, morphine. In the five days that followed, Tim Harmon’s survival was in doubt. He was in a coma for the first 48 hours, having suffered from aspiration pneumonia and a collapsed lung. “We are fortunate that he recovered fully without any cognitive defects,” Mary Ann said. Upon his release from the hospital, Mary Ann and her husband, Justin, sent their son to rehab at Rushford at Stonegate in Durham, a residential facility, designed to treat adolescent males between the ages of 13 and 18. Choosing a facility close to their Guilford home was important. “If he had a problem, I wanted to be nearby and be involved in it and have people teach me about what was happening,” Mary Ann stated. “I wanted a high quality facility nearby that treated the entire family. We found that in Rushford.” “We were involved in Tim’s recovery through weekly family meetings,” Mary Ann noted. “Rushford staff communicated openly with us, sometimes daily. That was so important.” Recovery has not been easy for Tim, but both he and Mary Ann remain optimistic for Tim’s continued success. Mary Ann, however, noted that recovery is not a simple process. “CPR was easy,” she said modestly. “Recovery is hard.” As for the future, Tim is considering college classes, possibly to become a therapeutic recreation provider. As for advice he’d give others who might be dealing with substance use issues, Tim Harmon is wise beyond his years. “Stop. Breathe. Ask for help,” Tim said.
Michael Cole is among a special group of Rushford employees: he is a man in recovery who wants to help others stay on that path. Like many with addictions, Cole’s story begins in childhood.

“I was four or five years old, seeing the men in my family drinking alcohol and asking to taste it,” he recalled. “By the time I was 12, I was smoking marijuana.” He drank alcohol, and admits he “tried everything,” during his teen years, including cocaine, heroin and Valium.

Young adult life wasn’t easy. Though he graduated high school, his increasingly erratic behavior caused him to be fired from, or quit, seventeen different jobs. “I’d rather have been at the bar anyway. Even the military wouldn’t have me,” he noted.

Michael’s first rehab stint occurred soon after a failed attempt at college. Rehab for Michael was short-lived when a random toxicology screen indicated that he was once again using drugs.

For years, Cole struggled with his sobriety, attending meetings of Narcotics Anonymous and Alcoholics Anonymous to find his way. In 1991, a 12-step meeting combined with the impending birth of his first child helped Michael to regain his stance on recovery’s path.

“My kids have never seen me drunk or high. To them, I’ve always been in recovery,” he noted proudly.

Since 2010, Michael has been sharing his unique perspective with Rushford clients, seeking to stay on the path to recovery. Beginning as a volunteer AA/NA meeting facilitator, Cole was soon hired as a Residential Assistant at Rushford at Stonegate, a residential treatment program for adolescent boys located in Durham.

Cole recently transferred to Rushford’s Middletown facility and is currently studying to become a certified drug and alcohol recovery clinician. His direct manner and his keen focus on client recovery fit well with Rushford’s overall philosophy of being in the moment and caring for each person with quality and dignity.

“I’m here for the one person who wants to make a difference in their life.”
We Never Stop...

We Never Stop. And that means We Never Stop. We never stop advocating, teaching, supporting, learning, giving and anything else that might make the road to recovery a little easier. Below, and on the following pages, is a sampling of the many things Rushford and its employees have accomplished in 2012.

Connery Honored for 25 Years of Student Assistance Counseling

Rushford prevention professional Lyn Connery was honored by the Town of Westbrook for celebrating 25 years as a Student Assistance Counselor in the Westbrook School System.

Chet Bailici, Special Services Coordinator, Westbrook Schools; Robert Hale, Principal, Westbrook High School; Lyn Connery, Rushford Student Assistance Counselor, Westbrook High School; and Pat Charles, Superintendent, Westbrook Schools.

Second Annual “White Out Walk”

Rushford and the Meriden SADD Chapter hosted the 2nd Annual White Out Walk in Meriden. All walkers wore white and handed out red ribbons to raise awareness of the dangers of drunk driving as they proceeded on East Main Street from City Hall in Meriden to the City’s Police Department Headquarters.

SADD members and Rushford staff completed their walk at a local coffee shop.

Rushford Goes to Washington D.C. to Advocate for the Behavioral Health Field

Jeff Walter, President & CEO, Kathy Ulm, Vice President of Mental Health Services, and several Rushford staff members joined other Connecticut providers in Washington D.C. in June to meet with elected officials on Capitol Hill and advocate on issues impacting the behavioral health field.

Rushford staff and other Connecticut providers met with Congressional leaders to advocate for issues surrounding mental health and addiction services.
In 2009, Rushford launched Mental Health First Aid certification classes, based on a hugely successful awareness and stigma reduction curriculum from Australia. “MHFA training and certification show trainees the potential warning signs of a mental health disorder and how to take steps to help someone in crisis,” said Sheryl Sprague, Rushford’s Prevention Manager and a certified MHFA instructor.

Steven Knight of Wallingford took the class with an open mind, fascinated by the concept that a non-clinician can help someone showing signs of a mental health crisis.

“Part of the education process was to disabuse trainees of the idea that you couldn’t help someone with a mental health crisis unless you had earned several clinical credentials,” Knight noted. “I was surprised to learn that mental disorders are common, and range from mild anxiety to full-on psychosis, and that first aid can be administered for those who are under stress due to these disorders.”

“The Mental Health First Aid training clarified for me the definition of mental health. It taught me that many people are suffering with mental illness and that their illness can be dealt with.”

With the recent shootings in Newtown still fresh in his memory, Knight believes that now is the time to take action and educate the public in order to reduce stigma and shame in seeking help or in helping others. MHFA is a way to bring that education to the masses.

“Mental health cultural competency is lacking in the general population,” he said. “There is a very thick opaque wall between the general population and those with mental health disorders. It’s stigma. MHFA is the perfect vehicle to teach people about this topic so they are not afraid and don’t stigmatize others. It changes your perspective on the topic a great deal – for the better.”

Rushford, Middlesex County Partner in “No Bully Zones”

Rushford and the Rushford Foundation continue to partner with the Community Foundation of Middlesex County (CFMC) Council of Business Partners to implement the “No Bully Zone” at Woodrow Wilson and Keigwin Middle Schools in Middletown.

The “No Bully Zone” anti-bullying program focuses on utilizing the “helping network” that exists within the middle schools to promote effective peaceful behaviors.

Rushford staff work with students identified by their peers as natural problem solvers to develop communication and decision-making skills, assess information on bullying problems facing students, and to promote peaceful conflict resolution and school-wide anti-bullying messages.

These students receive support and training to serve as peer leaders. They meet weekly to create educational programs that they introduce and lead to serve the entire school population.

In the 2011/2012 school year, the “No Bully Zone” program worked specifically to incorporate its messaging into arts and theater programs at the Oddfellows Playhouse through the production of “Snow Angel.”
Rushford joined local organizations on Aug. 7 at Meriden’s National Night Out, where students of the Rushford-sponsored Meriden SADD Chapter handed out t-shirts and information about the Police Tip Text Line in Meriden. National Night Out promotes neighborhood spirit and police-community partnerships.

Rushford Prevention Manager Sheryl Sprague and Prevention Consultant Larry Freundlich were recognized at Middlesex United Way’s 2012 Annual Meeting for their involvement in, and dedication to the Positive Youth Development Committee.

Rushford Employees Join Wilson Middle School Students at “In the Company of Women”

Rushford Prevention Manager Sheryl Sprague and Coordinator of Prevention and Wellness Felicia Goodwine-Vaughters joined four Woodrow Wilson Middle School students at the YWCA Hartford Region’s annual “In the Company of Women” fundraising luncheon on March 20. Rosie Perez, acclaimed actress and activist, was the keynote speaker.

Rushford Joins Meriden’s National Night Out

Rushford joined local organizations on Aug. 7 at Meriden’s National Night Out, where students of the Rushford-sponsored Meriden SADD Chapter handed out t-shirts and information about the Police Tip Text Line in Meriden. National Night Out promotes neighborhood spirit and police-community partnerships.

Rushford Leads “No Name-Calling Week” at Wilson Middle School

Led by Rushford’s Prevention/Wellness Coordinator and student volunteers, Woodrow Wilson Middle School’s “No Name-Calling Week,” Jan. 23-27, was a huge success. The week includes educational activities which help students launch an ongoing dialogue about ways to eliminate bullying in their communities, both at home and at school.
The Substance Abuse and Mental Health Services Administration has officially published its “Principles and Guidelines on Pharmacologic Approaches to the Treatment of Persons with Co-Occurring Mental Health and Substance Abuse Disorders.” J. Craig Allen, MD, Rushford’s Chief Medical Officer, helped develop these guidelines as part of the Expert Consensus Panel.

Vincent McClain, MD, was named Associate Medical Director of Residential Addiction Services at Rushford. In this role, he supports the Medical Director of Addiction Services to improve Rushford’s ability to provide enhanced medical and state-of-the-art addiction services.

Sam Silverman, MD, Rushford’s Medical Director of Addiction Services, gave a presentation at the Connecticut Prescription Drug Summit, in April 2012, about prescription drug abuse as an epidemic, and the drugs’ effects on both the brain and on society. The conference was attended by law enforcement officials, physicians, educators and community leaders.
In 2012, under the leadership of Beverly Coleman, Vice President, Human Resources, and Olga Dutka, Vice President, Quality Management, Rushford introduced the innovative, all encompassing program, entitled, “How Hartford HealthCare Works (H3W).”

The foundational principle of H3W is that employees have the ideas needed to improve quality and performance. To achieve this, Rushford employees at every level – from line staff to senior leadership – participate in monthly H3W workgroup meetings, allowing thoughts to flow freely with the best ideas becoming formulated and realized.

Planning for H3W started in October 2011 with the creation of five design teams: education, leadership, recognition, communication, and assessment & measurement. These teams, composed of approximately 50 Rushford staffers from all levels of the organization, met to lay groundwork by which H3W was officially established at Rushford in April 2012. During that time, Rushford brought on board H3W Facilitator Rhonda Papallo, who oversees and maintains all current H3W efforts at Rushford.

H3W focuses on allowing all staff to have a voice in improving work processes, client care, quality, and internal/external customer satisfaction. The goal of H3W is to achieve organizational excellence and outstanding customer satisfaction.
Pam Waranowicz is Rushford’s Clinical Coordinator of Admissions and a 2012 recipient of the Nightingale Award for Excellence in Nursing. Waranowicz was nominated for this recognition by her peers because she possesses a deep empathy and acceptance for those directly affected by mental illness and addiction, rare talents that have served her well in what she characterizes as a rewarding career. “Generally, people are afraid of those with mental illness,” she said. “I found very early in my life that I could connect with people who were different.” Her life-long interest in psychology, coupled with her nursing training, drew her to the field of mental health and addiction services over 20 years ago. “More than once I’ve had the experience of really being able to reach someone in a psychotic state and get them to talk with me. It’s a matter of trust if someone can reach into their depths and share their pain. It’s an honor when they let me into their world and I can help.”

An employee of Hartford HealthCare (HHC) since 2008, Waranowicz came to Rushford in 2010 as a per diem nurse. She was impressed by the strong level of trust and caring between clients and Rushford employees. “I noticed they treated the clients like family,” she noted. “My co-workers at Rushford have compassion and drive, and they are here for the right reasons.” Rushford quickly recognized Waranowicz’s abilities, promoting her first to interim nursing supervisor, and soon thereafter to her current position. From her point of view, Rushford is about to experience momentous positive changes driven, in part, by the organization’s dedicated staff currently implementing “How Hartford HealthCare Works (H3W),” an effort that Waranowicz helped bring to Rushford. “It’s an exciting time to be at Rushford,” she noted. “We are moving and changing in a positive way. We are part of Hartford HealthCare, so the opportunities are growing, and we have the backing and support and vision to become a premier substance abuse prevention facility, where recovery doesn’t ever stop.”

Rita Estanol, PA-C, Rushford, received Springfield College’s Physician Assistant Preceptor of the Year Award for her outstanding work as an advisor to students in Rushford’s Physician Assistant rotation. Estanol also received the Certificate of Added Qualifications in Psychiatry from the National Commission on Certification of Physician Assistants. Estanol Receives Preceptor of the Year Award, Adds Qualifications
As I write this note to you, I am entering my fourth month as the first Director of Development for the Rushford Foundation, a separate not-for-profit organization that raises money to help fulfill Rushford’s mission. I couldn’t be more excited about the possibilities that lie ahead to grow philanthropy at Rushford, and how they will ultimately impact the patients and families we serve. During my short tenure, I’ve discovered that there is a sincere and deep commitment to our mission emanating from my colleagues and from volunteers and donors who have made Rushford their passion.

This includes donors like Carol and David Director, whose story you’ll read in this publication. The Directors – and so many other loyal supporters like them – have dedicated their time and talent to Rushford, resulting in the long-term success of our premier fundraising event, the Rushford Golf Classic. Additionally, bold and devoted leadership from David, Carol and so many others has brought Rushford closer to achieving our vision of becoming a Center of Excellence for addiction and mental health treatment in the Northeast and beyond.

Philanthropy in 2012 supported important renovations at Rushford’s Middletown campus, where we provide inpatient and outpatient substance use and addiction treatment programs for men and women. Donor support helped to create a warm and welcoming environment for our admissions center, where our patients and their families arrive at their most vulnerable.

Additionally, Rushford expanded its partnership and collaborated with the Community Foundation of Middlesex County, Council of Business Partners. Through grant funding, we were able to expand our anti-bullying education and awareness programs to the Middletown schools and to communities at large throughout our service area.

These are but a few examples of the many ways in which the timeless dedication of our supporters has had a long-term impact on the lives of the patients, families and communities we serve. This is simple proof that there is opportunity to grow Rushford’s philanthropic efforts. It is clear to me that our supporters never stop, and neither do we.

I welcome the opportunity to meet each of you and share with you the new initiatives that are underway at Rushford to enhance the way we deliver care and provide evidence-based treatment for children, adolescents, and adults who struggle with addiction, substance abuse and mental illness. Also, it would be a privilege for me to learn of your interest in the Rushford mission. I invite you to contact me at spangilinan@rushford.org or 203.238.6807.

Finally, I wish to take this opportunity to thank you for believing in the work we do and for your generous support. Whether you are a Rushford board member, donor, volunteer or employee, it is ultimately the patients we serve who are the beneficiaries of your hard work, generosity, and dedication - and, for that, we are profoundly grateful.

Sincerely,

Shauna Lee Pangilinan
Director of Development
Rushford Foundation, Inc.
Rushford Golf Classic Raises over $60,000

With title sponsorship by A & A Office Systems, the 24th Annual Rushford Golf Classic was held at Lyman Orchards Golf Club in Middlefield, raising over $63,000.

Golf committee members, led by co-chairs David Director and Marc Levin, worked with volunteers from across Rushford’s sites to ensure a great day of golf for the 70 people who participated in the event.

Proceeds from the tournament help to support Rushford’s Child and Adolescent program.

Rushford’s 25th Annual Golf Classic will be held on June 26, 2013, with proceeds, again, supporting the treatment needs of children and adolescents affected by addiction and substance abuse.

Funding from the Community Foundation of Middlesex County/Sari A. Rosenbaum Fund for Women and Girls allowed Rushford’s prevention program to offer a 4-week summer program for Middletown sixth through eighth graders called “Girl Talk.” Girl Talk provides young women in the community with the skills needed to understand and evaluate media messages, and how these messages impact their daily lives, thereby raising self-esteem and encouraging healthy lifestyle choices.

We Never Stop...Being Grateful for Your Support
In the early 1990s, businessman David Director took a call from Rushford CEO Jeff Walter, asking Director to join the board of directors of Walter’s small, but growing non-profit.

David, President & CEO of Connecticut Lighting Centers in Hartford, along with his wife, Carol, a registered respiratory therapist, were intrigued by Rushford’s mission of helping people work toward recovery from substance use and mental health issues, particularly children and adolescents.

“Jeff had a vision of what he wanted Rushford to be,” David noted. “Jeff’s vision included making sure Rushford made a difference in the community and that whoever needed to be served by these programs was served. There were not a lot of places like that for kids back then.”

“Jeff and his team were there – are there – for the community,” Carol commented. “You see that in the passion of the people who work at Rushford. Their passion translated into everything we saw.”

Impressed by the Rushford mission and passion, Carol and David became avid supporters of Rushford’s growing model as Connecticut’s safety net provider of substance use and mental health services. David served on Rushford’s Board of Directors, including a turn as chairman, and has long been co-chair of the Rushford Golf Classic.

Over time, the Directors’ passion for the organization’s mission has not waned. In fact, they know that they can reliably count upon Rushford to provide a safe haven for friends in need of recovery from substance use and mental health issues.

“Until you see one of your friends go through (recovery), you don’t realize what addiction can do to a family,” Carol noted. “Substance use destroys relationships between brothers and sisters, between husbands and wives. We’ve seen total families destroyed by the disease of addiction.”

“It is incredibly satisfying seeing so many people that we have referred to Rushford who have thanked us for putting them on that path, but our mission is beyond that,” Carol said, nodding to David. “‘Thank you’ doesn’t say enough. It’s so much deeper than ‘thank you.’”

Admissions Center Undergoes Renovation with Help from Foundation

The Admissions Center at Rushford’s Middletown campus underwent extensive renovations. The result for our inpatient and outpatient substance use and addiction treatment clients is a warmer, more welcoming environment, not only for them but for their families, friends and members of their extended support networks.

These renovations were supported, in part, by the Rushford Foundation.
### Statement of Financial Position

**September 30, 2012**

#### Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current assets:</strong></td>
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<tr>
<td>Cash and cash equivalents</td>
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<tr>
<td>Accounts receivable, net</td>
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<tr>
<td>Prepaid expenses</td>
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<td><strong>Total current assets:</strong></td>
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<td><strong>Property, plant and equipment, net</strong></td>
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<td><strong>Other assets:</strong></td>
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<td>Due from related parties</td>
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<td><strong>Total assets</strong></td>
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#### Liabilities and net assets

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<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td><strong>Current liabilities:</strong></td>
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<tr>
<td>Accrued expenses</td>
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<td>Accounts payable</td>
<td>570,236</td>
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<td>Deferred revenue</td>
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<td>Cost settlements</td>
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<td>Current portion of long-term debt</td>
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<td>Current portion of capital leases</td>
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<td><strong>Total current liabilities</strong></td>
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<td><strong>Long-term liabilities:</strong></td>
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<td>Long-term debt, less current portion</td>
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<tr>
<td>Long-term capital lease, less current position</td>
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<td><strong>Total long-term liabilities</strong></td>
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<td><strong>Total liabilities</strong></td>
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<td><strong>Net assets:</strong></td>
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<tr>
<td>Unrestricted</td>
<td>5,643,530</td>
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<tr>
<td>Temporarily restricted</td>
<td>1,971,402</td>
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<tr>
<td><strong>Total net assets and liabilities</strong></td>
<td>7,614,932</td>
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### Statement of Activities

**Fifteen-month period ending September 30, 2012**

#### Changes in unrestricted net assets:

- **Support and revenue:**
  - Client fees, net: $18,031,166
  - Grants: 14,327,254
  - Other revenue: 3,519,858
  - **Total:** $35,878,278

- **Expenses:**
  - Salaries: 22,602,116
  - Employee benefits: 6,168,228
  - Purchased services: 4,496,297
  - Supplies and other: 2,033,824
  - Rent: 482,615
  - Depreciation: 861,096
  - Interest: 2,610
  - **Total:** 36,646,846

- **Change from operations:** (768,568)

- **Other activities:**
  - Bridge subsidy loan fund, expenses: (222,519)
  - Bridge subsidy loan fund, bad debt: (15,617)
  - Net assets released from restrictions: 420,299
  - **Total:** 182,163

- **Change in unrestricted net assets:** (586,405)

#### Changes in temporarily restricted net assets:

- **Contributions:** 206,363
- **Net assets released from restrictions:** (420,299)
- **Total:** (213,936)

#### Change in net assets:

- **Total net assets and liabilities:** $7,614,932
- **Net assets, end of year:** $7,614,932
Recovery Never Stops. Neither Do We.

www.RecoveryNeverStops.org

Locations

883 Paddock Avenue
Meriden, CT 06450

110 National Drive
Glastonbury, CT 06033

1250 Silver Street
Middletown, CT 06457

459 Wallingford Road
Durham, CT 06422

325 Main Street
Portland, CT 06480

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For questions regarding this publication, or for additional copies, please contact Heather Tindall, Director of Marketing, Hartford HealthCare Behavioral Health Network at 203.238.6870.