



United Services, Inc.

*Creating healthy communities*



*When you need us,  
we are here.*



Diane L. Manning  
President/CEO  
United Services, Inc.

*“United Services’  
mission is  
Creating Healthy  
Communities, and  
to us that means  
delivering the best  
care possible to  
meet the needs of  
everyone we serve  
in northeastern  
Connecticut.”*

## A Message from Our President

2024 marks the 60th anniversary of United Services and our mission of *Creating Healthy Communities* in northeastern Connecticut.

It has been a privilege to provide our 21 towns with comprehensive behavioral health and social services. When you need us, we are here.

We are here with 24/7 emergency crisis services, responding to mental health and substance use needs in our communities, often alongside our police partners.

We are here with comprehensive outpatient behavioral health treatment for adults, children, and families, including evidence-based programs for substance use, trauma, and more.

We are here with emergency shelter and support for individuals fleeing domestic violence, and wraparound support services to rebuild lives.

We are here with primary care services for those who have needed to use an Emergency Department for routine care.

We are here with supportive services for individuals with serious mental illness, including housing and employment supports.

We are here with an Employee Assistance Program, to support employees and employers in the workplace.

We are here with prevention programs for youth, parenting programs, substance use prevention programs, and more.

Personally, I have been with United Services for more than 40 years. I have seen tremendous growth and change over the years, something that continues today.

We wouldn't be here without community support. We are grateful to you for supporting us in improving health, and lives, every day.

A handwritten signature in cursive script that reads "Diane L. Manning".

Diane L. Manning  
President/CEO

# Domestic Violence Response

United Services Domestic Violence Program  
operates 24/7/365. Reach our advocates by  
calling or texting 888-774-2900 or  
by chatting online at [CTSafeConnect.com](https://www.ctsafeconnect.com).



## A Look at our Programs and Services

United Services operates more than 30 programs under our one administration for a cost-effective form of service delivery. This wide array of services under “one roof” also optimizes care coordination and warm handoffs from one program to another. Teams work across programs and divisions to optimize client care, providing whole person treatment in assisting adults, children, and families in reaching their goals.

### Clinical Programs

- Outpatient Mental Health for Adults
- Outpatient Addiction Services for Adults and Adolescents
- Medication Assisted Treatment for Opioid, Alcohol or Tobacco Dependence
- Psychiatric Services
- Medication Evaluation and ongoing Medication Management
- Outpatient Mental Health Services for Children and Families
- Crisis Response Services
- CRISIS Police Partnership
- Jail Diversion

### Comprehensive Services

- Behavioral Health Home
- Integrated Primary Care
- Certified Community Behavioral Health Clinic

### Child and Family Services

- Parenting Support Services
- Parent Education Program
- Reunification and Therapeutic Family Time
- Kinship Care Social Group

### Prevention Programs

- Youth Service Bureau
- Juvenile Review Board
- Teen Outreach Program
- Prevention in Connecticut Communities
- Partnerships for Success

### Community Support Programs

- Case Management
- Housing Services
- Employment Services
- Mobile Employment Services for Individuals Recovering from Opioid Addiction
- Social Rehabilitation
- Mental Health Waiver Supports
- Homeless Outreach and Engagement
- InSHAPE
- Senior Outreach Services
- Acquired and Traumatic Brain Injury Services

### Intensive Services

- Milner House, a Medicaid Rehab Option Group Home
- Domestic Violence Shelters, Hotline and Supportive Services
- Young Adult Services
- Victims of Crime Assistance (VOCA)

### Business and Community Services

- Employee Assistance Program
- Prevention of Sexual Harassment Training
- QPR: Suicide Prevention Training
- Narcan Training

## Growing Need

In the last two years, the number of individuals served by United Services has increased by 22 percent.



## Year in Review

**September 2023:** United Services was designated as a Certified Community Behavioral Health Clinic by the Substance Abuse and Mental Health Services Administration. To achieve certification, United Services demonstrated adherence to the more than 100 pages of stringent federal guidelines for delivering the best community behavioral health care.

**January 2024:** United Services annual Legislative Briefing with our State Legislative Delegation.



*United Services Board members with our State Legislative Delegation at our annual briefing.*

**February 2024:** United Services partnered with Mindmap, a statewide early detection campaign that aims to enable rapid treatment of recent onset psychotic disorders in teens and young adults.

United Services Youth Service Bureau held a Community Training on Human Trafficking. The agency has partnered with the neighboring Youth Service Bureau at the Thompson Ecumenical Empowerment Group (TEEG) to train staff in and deliver the evidence-based education curriculum Not a Number from Love146 at local schools. The agencies trained students at Tourtellotte Memorial High School in Spring 2024 and plans to bring the curriculum to additional schools this year.

## We can Create Healthy Communities Together.

So many of your neighbors are reaching out for help. Will you help us answer their call with a tax-deductible gift?

**\$25** could buy shoes and clothing for a child who had to leave a violent home in slippers and pajamas one night.

**\$50** could buy supplies for after-school activities for at-risk youth in our community - such as art supplies for our Children's Mental Health or after-school programs.

**\$100** could help pay for basic needs (hygiene items such as toothbrush and soap, socks, boots, and coat) to individuals experiencing or emerging from homelessness.

**\$500** could help cover the costs of out-of-pocket insurance expenses that are a barrier to adults, children, and families in need of therapy.

**\$1,000** could fund staff time for counseling programs in community settings, helping to reduce barriers to services especially for youth in our area.

## There is help – there is hope

Thanks to your support, United Services has been here for our community for 60 years. The work supported through your donations is vital to the individuals and families in our community, especially in these stressful times.

We thank you for your continued support and for working with us toward “Creating Healthy Communities.”

### Thank You to our Corporate, Foundation and Municipal Supporters FY2024 (July 1, 2023 – June 30, 2024)

#### CORPORATE SPONSORS

85 Main  
Archambault Insurance Associates  
BankHometown  
Big Y  
Bill's Bedding & Furniture  
Bousquet's Appliance & TV  
Brooklyn Cares – Brooklyn Correctional Institution  
Byrnes Agency  
Charter Oak Federal Credit Union  
Chase Graphics  
The Courthouse Bar & Grille  
D&S Construction Services  
Daniel R. Santos CPA LLC  
Danielson Surplus  
Deary's Gymnastics Supply  
Deary's Stand  
Edwards Jones  
Friendly Spirits  
Gagnon Signs  
Genoa Healthcare

Gerardi Insurance  
Gilman & Valade Funeral Homes and Crematory  
Heritage Valley Ford  
Jewett City Greenhouse  
Jewett City Savings Bank  
Knights of Columbus, Cargill Council No. 64  
Lake Road Generating  
Landon's Tire & Auto Center  
Lapsley Orchard  
LDI  
Mindmap  
Mutual of America  
NAMI Windham County  
Natalie M. Stanley, DMD  
Pierce Memorial Baptist Home  
Putnam Business Association  
Putnam Lions Club  
Putnam Rotary Club  
Quality Resourcing Services  
Quest Martial Arts

Quiet Corner Consulting  
Rawson Materials  
REAL Custom Training  
Roland H. Lupien, DDS  
Sarantopoulous & Sarantopoulos  
Savage Systems  
Smoke and Mirrors Beauty Loft  
Southbridge Eagles F.O.E. #334  
Stop & Shop  
SPIROL International  
Travelers Shell  
United Lens Company  
WB Mason  
WIN Waste Innovations  
WINY Radio

#### FOUNDATION SUPPORTERS

Community Foundation of Eastern Connecticut  
Jewett City Savings Bank Foundation  
Sorooptimist International of Willimantic

#### MUNICIPAL SUPPORTERS

Town of Ashford  
Town of Brooklyn  
Town of Canterbury  
Town of Chaplin  
Town of Columbia  
Town of Coventry  
Town of Eastford  
Town of Killingly  
Town of Hampton  
Town of Lebanon  
Town of Mansfield  
Town of Plainfield  
Town of Pomfret  
Town of Putnam  
Town of Scotland  
Town of Sterling  
Town of Thompson  
Town of Union  
Town of Woodstock

## Community Response

*United Services continues to see dramatic increases across our programs. Some of our largest increases in the last three years include:*

**Parenting Support Services:** 23% increase in individuals who need parenting support to manage the big and small problems of family life.

**Medication Assisted Treatment:** 46% increase in treatment to help people through their recovery journey.

**Community Response Services, Forensic Services, and Jail Diversion:** 250% increase within these essential community programs.

## United Services Annual Report 2023-2024 – Services Delivered

### Prevention and Early Intervention Services

Reunification and Therapeutic Family Time.....	36 families
Parenting Support Services Program.....	162 families
Employee Assistance Program Employees Covered.....	2,476 employees covered
Juvenile Review Board/Referrals.....	43 students
Youth Service Bureau.....	74 youth served
LIST Trainings.....	115 providers, youth, and families

### Clinical Services

Adult Behavioral Health Outpatient Services.....	1,438 adults
Addiction Recovery Outpatient Services.....	146 adults
Medication Assisted Treatment.....	67 adults
Primary Care.....	24 adults and children
Children and Family Behavioral Health Treatment.....	301 children
Community Response Services (Mobile Crisis).....	396 adults
Crisis Response Engagement and Stabilization Team.....	399 adults
Psychiatric Services.....	1,393 adults and children
Forensic Services and Jail Diversion.....	292 adults

### Continuing Care Services

Community Support Services.....	569 adults
Homeless/shelter Outreach.....	8 adults
Behavioral Health Home.....	304 adults and children
Senior Outreach.....	69 adults
InSHAPE.....	158 adults
Residential Support Services.....	81 adults
Social Rehabilitation Services.....	208 adults
Employment Services.....	183 adults

### Intensive Services

Domestic Violence Program.....	628 adults and children
Victims of Crime Case Management.....	47 adults
Milner House.....	18 adults
Young Adult Services.....	28 young adults

Total units of service delivered ..... 109,359

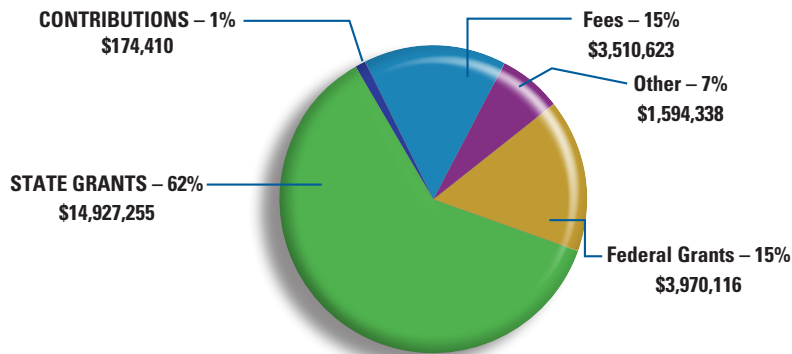
*Mission Statement – Our mission is to create healthy communities by providing an effective response to the youth, family and adult social and behavioral health needs in the communities we serve.*



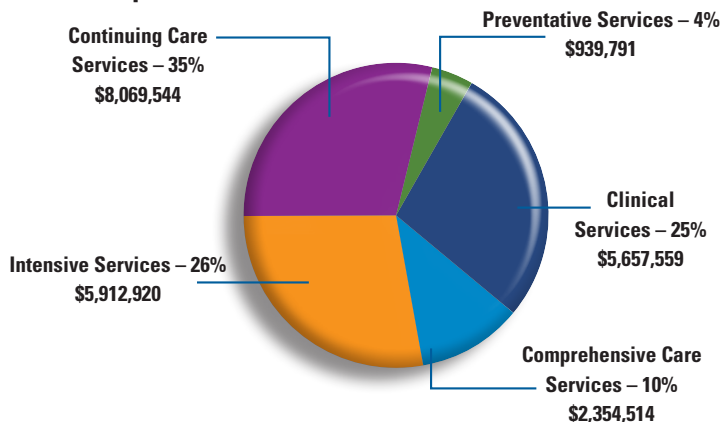
## United Services Board of Directors and Corporators at the 2023 Annual Dinner.

### Fiscal Year 2023-2024 Program Revenues and Expenditures

**Total Revenues – \$24,176,742**



**Total Expenditures – \$22,934,337**



### United Services Leadership Board of Directors 2023-2024

#### Officers

Diane Sauer, Chair  
 Jeanne Nuhfer, Vice Chair  
 Christopher Dooley, Treasurer  
 Philip Gaudette, Secretary

#### Members

Kevin Bernier  
 Terry Berthelot  
 Romeo Blackmar  
 Dr. Carlita Cotton, PhD  
 Doria Daviau  
 Dr. Gerard Gagne, MD  
 Maximo Garcia  
 Dana-Marie Levine  
 Roland Lupien, DDS  
 Linda Parsons

### Senior Management

Diane L. Manning, MBA, CBHE  
 President/CEO  
 Satya R. Montgomery, LCSW, Ph.D., MBA  
 Vice President/COO  
 Sarah De Asis Vargas, MD  
 Medical Director  
 Venugopal Thangada, MD  
 Associate Medical Director  
 Robert DeVerna, MS, CPA  
 Senior Vice President/CFO  
 Melissa Demma, LCSW  
 Division Director  
 Clinical Services  
 Holly Fish, MS  
 Division Director  
 Comprehensive Services  
 Kaitlyn Giurintano, MS  
 Division Director  
 Community Support Services  
 Heather Victoria, LCSW  
 Division Director  
 Intensive Services  
 Sandy Long  
 Division Director  
 Quality & Corporate Compliance  
 Cassandra Mantoni  
 Director  
 Human Resources  
 Josh Longiaru  
 Director  
 Information Technology

NON-PROFIT  
U.S. POSTAGE  
PAID  
PERMIT #1119  
DEEP RIVER, CT  
06417



**United Services, Inc.**

*Creating healthy communities*

1007 North Main Street  
Dayville, CT 06241

There's Hope ... There's Help  
**Call United Services at 860-774-2020**

## About United Services, Inc.

United Services is one of CT's most comprehensive private, non-profit behavioral health centers, providing mental and behavioral health education, prevention, treatment and social services for the adults, children, families and businesses of Northeastern Connecticut since 1964.

### Offices:

1007 North Main St., Dayville, CT 06241

140 North Frontage Road, Mansfield Center, CT 06250

303 Putnam Rd., Wauregan, CT 06387

**860-774-2020 | [UnitedServicesCT.org](http://UnitedServicesCT.org)**

**SCAN TO  
DONATE**



**Follow us on  
Social Media!**



## Comprehensive Behavioral Health Services

Outpatient Behavioral Health Psychiatric Services

Outpatient Addiction Recovery Services

Child Guidance/Family Counseling

Domestic Violence Program

Employee Assistance Program

Family/Parent Support Programs

Medication Assisted Treatment

Youth Service Bureau and Prevention Programs

Primary Care

Crisis Response Services

Community Support for Adults



Windham Regional Health and Wellness Center  
140 North Frontage Road, Mansfield Center, CT