

**Central Naugatuck Valley Help, Inc.**  
*Travisano & Watkins & Renato Networks*

**I. General Program Information**

**Travisano Network**

- **Program Name:** Travisano Network
- **Program Type:** Behavioral Health, Employment Services and Social Reunification
- **Program Location:** 24 Shelter Rock Road, Danbury, CT
- **Program Capacity**
  - Non-Residential:
    - Annual Clients seen: 320
    - Monthly DOC Caseload Capacity: 80
- **Gender:** Both
- **Hours of Operation:**
  - Sunday Closed
  - Monday 9am-8pm
  - Tuesday 9am-5pm
  - Wednesday 9am-8pm
  - Thursday 9am-5pm
  - Friday 9am-5pm
  - Saturday 9am-5pm
- **Length of Program:**
  - Behavioral Health: Average Length of Stay is 14 weeks
  - Employment: Average Length of Stay is 8 weeks
  - Social Reunification: Average Length of Stay is 10 weeks

**Watkins Network**

- **Program Name:** Watkins Network
- **Program Type:** Behavioral Health, Employment Services and Social Reunification
- **Program Location:** 257 Main Street, Torrington, CT
- **Program Capacity**
  - Non-Residential:
    - Annual Clients seen: 236
    - Monthly DOC Caseload Capacity: 60
- **Gender:** Both
- **Hours of Operation:**
  - Sunday Closed
  - Monday 9am-5pm
  - Tuesday 9am-8pm
  - Wednesday 9am-5pm
  - Thursday Noon-8pm
  - Friday 9am-5pm
  - Saturday 9am-5pm
- **Length of program:**
  - Behavioral Health: Average Length of Stay is 14 weeks
  - Employment: Average Length of Stay is 8 weeks
  - Social Reunification: Average Length of Stay is 10 weeks

**General Program Information**

**Renato Network**

- **Program Name:** Renato Network
- **Program Type:** Employment Services
- **Program Location:** 969 West Main Street, Waterbury, CT
- **Program Capacity**
  - Non-Residential:

- Annual Clients seen: 225
  - Monthly DOC Caseload Capacity: 60
- **Gender:** Both
- **Hours of Operation:**
  - Sunday Closed
  - Monday Closed
  - Tuesday 12 pm-8pm
  - Wednesday 9am-5pm
  - Thursday 12pm-8pm
  - Friday 9am-5pm
  - Saturday 9am-5pm
- **Length of Program:**
  - Average Length of Stay is between 90 – 120 days

## II. Program History

- **Length of Operation**  
Established in 1970, Central Naugatuck Valley Help, Inc. provides substance abuse treatment and mental health services in residential and non-residential programs located in western Connecticut. We focus on residential and non-residential therapy, support and skill development.
- **Philosophy/General Goals of Program**  
In fulfilling the agency's mission, the program is committed to the re-socialization of clients and their full reintegration into the community while improving the quality of their lives. In addition to addressing behavioral health, employment, and social reunification services, the program will provide a holistic approach to the recovery process. Positive regard, respect, and an expressed belief in clients' ability to recover successfully will be cultivated through effective working relationships. A positive, safe, structured environment will be designed to foster learning, personal growth, and successful reintegration into society. The program goals include helping clients develop basic values and healthy behaviors, along with work and social skills that are consistent with conduct of responsible members of society.

## III. Services Offered

- **Substance Abuse Treatment** will be provided using gender-specific weekly counseling groups in-house utilizing evidence-based curricula for eight (8) weeks. In addition, individual counseling sessions will be provided on a weekly basis. Each group will serve up to twelve (12) clients. Clients who are assessed to need mental health services will be referred to community providers. Urinalysis screening and/or screening swabs will be provided twice monthly.
- **Anger Management Services** will be performed utilizing an evidence-based curriculum. The program will consist of ten (10) weekly group sessions provided in-house that will teach techniques and interventions that clients can apply in future anger-provoking situations. Each group will serve up to twelve (12) individuals.
- **Employment Services:** A six week series will be provided in-house to clients in need of such services. Using various modalities, such as reading, writing, discussion, computer work, interacting with other clients, and conducting mock-interviews in role-play exercises, clients will be encouraged to learn job search skills while increasing their marketability to the workforce. In addition, skills such as job retention will be covered, as well as resume writing, and conducting an effective job search.

Referrals will be made for clients who wish to obtain vocational training and/or education. The program will develop and maintain an employer base by meeting with potential employers to explain the program and promote the program's clients. Contact with employers will be consistently provided by the program to provide support and assistance to employers and to clients. Bus passes will be provided to clients to assist with job searches and during the initial period of employment on an as-needed basis. Financial assistance with obtaining IDs and clothing for interviews will also be provided to clients in need.

- **Domestic Violence Groups** will be provided in-house for individuals who have a history of domestic violence offenses. Groups will be provided utilizing a Domestic Violence curriculum reviewed and approved by CTDOC staff. The groups will have a capacity of eight (8) individuals.
- **Domestic Violence Education:** In-house gender specific groups for women to provide education about the various types of abuse that occur, facts about domestic violence, and options that exist for women who are experiencing domestic violence. These educational groups will be ninety (90) minutes in length and will be provided on a monthly basis. The capacity of this group is ten (10) women. Referrals will be made to other community providers for clients who would benefit from treatment in this area.
- **Family Counseling** will be provided in-house for clients with this identified need. Family Counseling will utilize the evidence-based model, Motivational Interviewing Techniques, to provide services. Family counseling will be facilitated by a client's Primary Counselor and address issues such as substance abuse, relapse prevention, parenting issues, couples issues, and re-unification issues that the family/significant other and client identify as needs.
- **Parenting Classes** will be provided to clients in-house utilizing an evidence-based curriculum, Active Parenting Now. Teaching clients to build positive parenting skills, children's self-esteem, communication skills and problem solving skills are woven throughout the curriculum. This program will be delivered to clients using workbooks, DVDs, role-playing, and group discussion. This group lasts for ten (10) weeks and has a capacity of eight (8) clients.
- **Housing:** Clients with housing needs will also be assisted by their counselors to secure safe and affordable housing when other programs are not available to the client.

**IV. Eligibility/Exclusionary Criteria**

- Eligibility for admission to the program is limited to inmates under the supervision of CTDOC, regardless of their custody status, although exceptions may be made for clients wishing to return for services as long as the program can accommodate them. Clients under CTDOC supervised release will be given priority.

The program will serve males and females of at least sixteen (16) years of age. Referrals are accepted for individuals from anywhere in the state with the permission of CTDOC. Requirements for admission to the program will include a referral from CTDOC or a CTDOC contracted residential program, other than work release programs.

- There are no exclusions in terms of criminal history. Clients are expected to follow the program's rules. If a client repeatedly violates rules and/or is threatening or violent toward other clients or staff, the supervising Parole Officer or Program Staff will be notified, and he or she will be discharged from the program.

**V. Staffing**

**Watkins Network:**

	Sun	Mon	Tues	Weds	Thurs	Fri	Sat
Director.	CLOSED	9am-5pm	9am-5pm	9am-5pm	12pm-8pm	9am-5pm	
Asst. Director	CLOSED	9-5pm (rotating)	9am-5pm	9am-5pm	12pm-8pm	9am-5pm	9am-5pm (rotating)
Clinical Consultant	CLOSED	9am-5pm	9am-5pm	9am-5pm	12pm-8pm	9am-5pm	
Occupational Counselor	CLOSED	9am-5pm (rotating)	10 am-8 pm	9am-5pm	12pm-8pm	9am-5pm	9am-5pm (rotating)
Counselor	CLOSED	9am-5pm (rotating)	9am-5pm	9am-5pm	12pm-8pm	9am-5pm	9am-5pm

Counselor	CLOSED	9am-5pm (rotating)	12pm-8pm	9am-5pm	12pm-8pm	9am-5pm	9am-5pm
-----------	--------	-----------------------	----------	---------	----------	---------	---------

**Travisano Network:**

	Sun	Mon	Tues	Weds	Thurs	Fri	Sat
Director.	CLOSED	9am-5pm	9am-5pm		9am-5pm		
Asst. Director	CLOSED	12pm-8pm	9am-5pm	9am-5pm	9am-5pm		9am-5pm
Clinical Consultant	CLOSED	9am-5pm	9am-5pm	9am-5pm	9am-5pm	9am-5pm	
Occupational Counselor	CLOSED	12pm-8pm	9am-5pm	12pm-8pm	9am-5pm	9am-5pm	
Counselor	CLOSED	12pm-8pm	9am-5pm	9am-5pm		9am-5pm	9am-5pm
Counselor	CLOSED	9am-5pm		12pm-8pm	9am-5pm	9am-5pm	9am-5pm
Counselor	CLOSED	9am-5pm		12pm-8p	9am-5pm	9am-5pm	9am-5pm

**Renato Network:**

	Sun	Mon	Tues	Weds	Thurs	Fri	Sat
Coor. of Voc.Services	CLOSED	CLOSED	12pm-8pm	9am-5pm	12pm-8pm	9am-5pm	9am-5pm
Occupational Counselor	CLOSED	CLOSED	12pm-8pm	12pm-8pm	12pm-8pm	9am-5pm	9am-5pm
Counselor	CLOSED	CLOSED	12pm-8pm	9am-5pm	12pm-8pm	9am-5pm	9am-5pm
Counselor	CLOSED	CLOSED	12pm-8pm	12pm-8pm	12pm-8pm	9am-5pm	9am-5pm

**Staff Qualifications/Job Duties**

**Program Director**

Responsibilities:

Supervises all aspects of daily operation of the program including client activities, staff supervision, staff scheduling, adherence to state, DOC, DPH and agency policies and screening of referrals

Minimum Qualifications:

Bachelor's Degree in Social Work, Sociology, Psychology or related fields, at least 2 years supervisory experience and a valid CT Driver's License

**Coordinator of Vocational Services**

Responsibilities:

Supervises all aspects of daily operation of the program including client activities, staff supervision, staff scheduling, adherence to program, DOC, and agency policies and screening of referrals

Minimum Qualifications:

Bachelor's Degree in Social Work, Sociology, Psychology or related fields, at least 2 years supervisory experience and a valid CT Driver's License

**Assistant Director**

Responsibilities:

Ensures the safety, security and well-being of clients by conducting randomly scheduled checks, assures clients are provided with necessities, coordinates and monitors program activities, arranges and conducts interviews with clients, and assists with the coordination of admissions and discharges.

**Minimum Qualification:**

Bachelor's Degree in Social Work, Sociology, Psychology or related fields, at least two years relevant experience, Valid CT Drivers License

**Clinical Consultant**

**Responsibilities:**

Provides clinical supervision, training and in-services to staff, reviews client files, facilitates clinical staff meetings, and ensures that agency policies regarding client services are met.

**Minimum Qualification:**

Licensed or license eligible professional with a Master's Degree in a behavioral health area, at least two years relevant experience, and valid CT Driver's License

**Occupational Counselor**

**Responsibilities:**

Provide job development for program, including contacting, meeting with and developing on-going relationships with potential employers, oversees the provision of job-readiness, job seeking and job retention skills in group and individual forums, develop educational and vocational resources for clients, and provide clients with assistance needed for success.

**Minimum Qualifications:**

Bachelor's degree in Occupational or Rehabilitation Counseling or Therapy or another closely related field, at least one year of experience in the field of mental health and/or substance abuse rehabilitation, valid CT Drivers License

**Counselor**

**Responsibilities:**

Provide individual, group and family counseling, facilitate groups, maintain accurate and timely entries into client files, complete assessments, develop Individual Service Plans with clients, provide progress reports, assist clients with discharge plans, and make randomly scheduled checks on clients' whereabouts.

**Minimum Qualification:**

Bachelor's Degree in Social Work, Sociology, Psychology or related fields or Associate's Degree plus two years full-time employment in the field, valid CT Driver's License

**VI. Admission Process**

Referrals will be coordinated by the Program Director and Assistant Director. Consideration for admission will not exceed three (3) business days.

To refer a client to the Non-Residential Service Network, supervising Parole Officers or CTDOC-contracted residential program staff will forward the referral information and the LSI-R (if available) to the program. The Director, Coordinator of Vocational Services, Occupational Counselor and/or Assistant Director will review the referral to determine appropriate placement into at least one of the components of the network based on the client's needs. An appointment for an intake will be scheduled after reviewing the paperwork from the referral source and within five (5) business days.

At the time of the initial appointment, the following tasks are completed:

- Staff welcomes the client
- Staff explains emergency procedures and shows client locations of emergency exits
- A brief literacy test is provided to assess the client's ability to read and comprehend the intake information
- Staff provides client with a copy and reviews with client:
  - Program rules
  - Agency Grievance Procedure
  - Notice of Privacy Practices
  - Hours of Operation and Group Schedule
  - Client Rights and Responsibilities
  - DOC Grievance Policy and Procedure

Clients are asked to read (or staff reads to them if they are unable) and to sign the following forms:

- Acknowledgement of Receipt of Privacy Practices
- Consent to Seek Medical Attention
- Consents For Disclosure of Information
- Checklist for Incoming Clients

In addition, the staff member will also complete the following forms:

- Client Data Sheet
- Client Admission Sheet

**Assessments**

- The Addiction Severity Index-Lite (ASI-Lite) will be utilized to determine the level of need for substance use disorder, mental health and anger management treatments for clients admitted to the Behavioral Health Component of the program. Individuals with mental health needs will be referred to the APRN for a psychiatric evaluation.
- The Employment programs utilize the Kruder Journey Assessment to assist the clients with developing their Individual Service Plans.
- A Social Reunification Needs assessment will be developed and submitted to the CTDOC for approval for clients admitted to the Social Reunification Component of the program.

**VII. Specific Program Policies**

The Following Items shall be considered contraband:

- Any weapons
- Illegal substances/drugs, drug paraphernalia, or adulterants
- Alcohol or other intoxicants
- Stored Urine

**VIII. Discharge Planning and Aftercare**

Discharge plans for behavioral health clients will be developed by the counselor and the client together. Plans will include relapse prevention strategies and aftercare services.

Aftercare services will include a follow-up appointment at one (1) month post discharge and telephone contact at three (3) months and again at six (6) months post discharge. When a client is not physically able to attend the one (1) month appointment, arrangements may be made to follow-up via telephone contact.

Discharge Reports will be completed by the Counselor within three (3) days of a client’s discharge from the program. The report shall include the reason for the client’s discharge, a summary of the client’s progress, and any other useful or relevant information. Discharge Reports will be provided to the referral source and Parole.

**IX. Program Outcome Measures**

Evaluation of performance measures will be subject to general contract performance as well as levels and types of offenders served on an annual basis.

**Behavioral Health Outcome Measures**

<i>Outcomes</i>	<i>Measures</i>
<b>Service/Treatment Plans (ISP/ITP):</b> Client has participated in the establishment of an ISP/ITP.	95% of admitted clients will have ISP/ITP’s within 30 calendar days of admission.
<b>Treatment Compliance:</b> Client has maintained compliance with treatment schedules.	60% of clients will remain compliant with established treatment schedules as approved by CTDOC and program staff.

<b>Substance Free Lifestyle:</b> Client has reduced/eliminated use of drugs and alcohol.	98% of clients will have at least 1 random drug screen monthly. 80% of clients will have no positive drug screens within reporting period.
<b>Program Completion:</b> Client has successfully completed all components of the program.	70% of discharged clients will have completed the program successfully.
<b>Discharge Plan:</b> Client has participated in development of a discharge plan detailing referrals for community-based services.	98% of successfully discharged clients in the program 15 calendar days or longer will have a completed discharge/summary plan.

**Definitions:**

**ISP/ITP:**

**Eligible Clients:** Those present in the program who received an intake.  
**Successful Outcome:** Eligible clients with a completed service/treatment plan within 30 days of admission.  
**Unsuccessful Outcome:** Eligible clients without a service/treatment plan within 30 days of admission.

**Treatment Compliance:**

**Eligible Clients:** All clients who received an intake during the reporting period.  
**Successful Outcome:** Clients who attended all scheduled treatment sessions/appointments with the reporting period.  
**Unsuccessful Outcome:** Clients who missed 1 or more scheduled treatment sessions/appointments within the reporting period.

*\* Excused absences will not be counted as missed appointments. Only the Parole Officer or program staff (with proper validation) is authorized to excuse an offender from a scheduled session/appointment.*

**Substance-Free Lifestyle:**

**Eligible Clients:** All clients who have completed intake and have an established ISP/ITP.  
**Successful Outcome:** At least 1 drug screen administered to each client at least once per month.  
 Clients who completed reporting period with no positive drug screens.  
**Unsuccessful Outcome:** Clients who did not receive at least 1 drug screen each month.  
 Clients who completed reporting period with 1 or more positive drug screens.

*\* Positive drug screens based on prescription use should not be counted. Initial intake screen should not be counted. Subsequent positive drug screens that show a drop in nanogram levels during reporting period should not be counts as new positives.*

**Program Completion:**

**Eligible Clients:** All clients who discharged from the program during the reporting period.  
**Successful Outcome:** Clients who discharged successfully, administratively, transferred to another program, discharged to a higher level of care or discharged without prejudice.  
**Unsuccessful Outcome:** Clients who were remanded, escaped, absconded or were arrested on new charges.

**Discharge Plan:**

**Eligible Clients:** Clients who successfully discharged from the program during the reporting period.  
**Successful Outcome:** Clients who resided in the program longer than 15 calendar days and discharged with a plan/summary.  
**Unsuccessful Outcome:** Clients who resided in the program longer than 15 calendar days and discharged without a plan/summary.

**Employment Outcome Measures:**

<i>Outcomes</i>	<i>Measures</i>
<b>Job Development:</b> Program has developed a network of community-based employers willing to hire offenders.	Program will maintain a job bank of no less than 20 employers who have hired current/ex offenders within the past year.
<b>Job Readiness:</b> Client has participated in classes and counseling to assist with employment preparation.	75% of clients who enrolled in job readiness training will complete all components offered by the program.
<b>Employment:</b> Client obtains meaningful employment.	50% of clients will have obtained part-time, full-time or temporary employment, or be enrolled in school within 90 days of admission.

<b>Job Retention:</b> Client has successfully maintained employment.	70% of clients will maintain employment for at least 30 days. 60% will maintain employment at least 60 days. 50% will maintain employment for at least 90 days.
--	---

**Definitions:**

**Job Development:**

**Successful Outcome:** Program has at least 20 employers who have hired current offenders within the past year.  
**Unsuccessful Outcome:** Program has fewer than 20 employers who have hired current offenders within the past year.

**Job Readiness:**

**Eligible Clients:** All clients who have completed initial intake and have been scheduled for training/classes within the program.  
**Successful Outcome:** Eligible clients who completed all scheduled classes or obtained employment while enrolled in training.  
**Unsuccessful Outcome:** Eligible clients who did not obtain complete scheduled classes.

**Employment:**

**Eligible Clients:** Those who are not on/pending SSI/SSDI, not in IOP, do not have medical/mental health issues making them incapable of work and have proper identification.  
**Successful Outcome:** Eligible clients who obtained employment or enrolled in school/vocational programming.  
**Unsuccessful Outcome:** Eligible clients who did not obtain employment and were not enrolled in school/vocational programs.

**Job Retention:**

**Eligible Clients:** Any client who maintained employment during the reporting period.  
**Successful Outcome:** Eligible clients who maintained employment for 30, 60 or 90 days.  
**Unsuccessful Outcome:** Eligible clients who did not maintain employment for 30, 60 or 90 days.

**Social Reunification Outcome Measures:**

<i>Outcomes</i>	<i>Measures</i>
<b>Service/Treatment Plans:</b> Client has participated in the establishment of an individualized treatment plan.	95% of admitted clients will have ISP/ITP's within 30 calendar days of admission.
<b>Domestic Violence:</b> Client has successfully completed components of domestic violence treatment.	80% of clients in need of domestic violence treatment will complete all components of the program offered.
<b>Family Reunification:</b> Client improves relationships with significant other, children and/or family members.	This outcome will be measured by the collection of baseline data only.
<b>Program Completion:</b> Client has successfully completed all components of the program.	70% of discharged clients will have completed the program successfully.
<b>Discharge Plan:</b> Client has participated in development of a discharge plan detailing future steps to adhere to in order to strengthen family relationships.	98% of successfully discharged clients in the program 15 calendar days or longer will have a completed discharge/summary plan.

**Definitions:**

**ISP/ITP:**

**Eligible Clients:** Those present in the program who received an intake.  
**Successful Outcome:** Eligible clients with a completed service/treatment plan within 30 days of admission.  
**Unsuccessful Outcome:** Eligible clients without a service/treatment plan within 30 days of admission.

**Domestic Violence:**

**Eligible Clients:** Those clients who were referred to or assessed to be in need of domestic violence treatment.  
**Successful Outcome:** Clients who successfully complete domestic violence treatment as determined by the program.  
**Unsuccessful Outcome:** Clients who were remanded, escaped, absconded, were arrested on new charges or failed to attend treatment.



**Program Completion:**

**Eligible Clients:**

All clients who discharged from the program during the reporting period.

**Successful Outcome:**

Clients who discharged successfully, administratively, transferred to another program, discharged to a higher level of care or discharged without prejudice.

**Unsuccessful Outcome:**

Clients who were remanded, escaped, absconded or were arrested on new charges.

**Discharge Plan:**

**Eligible Clients:**

Clients who successfully discharged from the program during the reporting period.

**Successful Outcome:**

Clients who resided in the program longer than 15 calendar days and discharged with a plan/summary.

**Unsuccessful Outcome:**

Clients who resided in the program longer than 15 calendar days and discharged without a plan/summary.