



ANNUAL REPORT 2025

2025 Annual Report

Our Mission

The Mission of Continuum of Care is to enable people who are challenged with mental illnesses, intellectual/developmental disabilities (including Autism), homelessness, and/or struggling with addiction to rebuild a meaningful life and thrive in the community.

Our Vision

Individuals with mental illness, intellectual disabilities, homelessness, and those with co-occurring substance use disorders are provided with comprehensive services that enable community integration to the greatest extent possible.

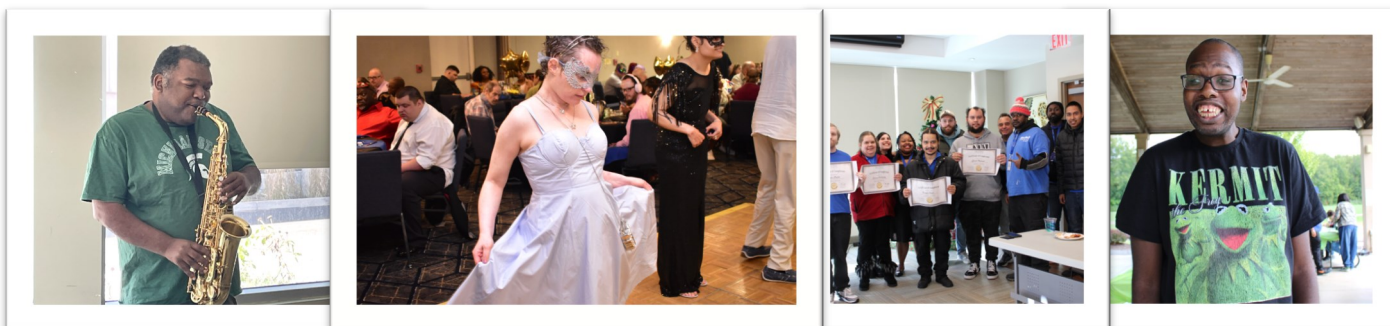
About Continuum

Since 1966, Continuum of Care, Inc. has been a leading nonprofit organization dedicated to serving adults living with mental illness, including severe depression, schizophrenia, bipolar disorder, obsessive-compulsive disorder, post-traumatic stress disorder, and borderline personality disorder, as well as substance use disorders. For six decades, Continuum has been rebuilding lives, reuniting and strengthening families, improving communities, saving taxpayers millions of dollars, and meeting a rapidly growing demand for its high-quality expertise and services.

Continuum also supports adults who are unhoused, as well as individuals with complex developmental and intellectual disabilities, including autism, acquired brain injuries, and seizure disorders.

With approximately 60 properties across Connecticut, including group homes, supported living arrangements, and crisis centers, Continuum is one of the state's largest community housing providers for individuals living with mental illness, developmental disabilities, and substance use disorders. Each year, the organization serves more than 3,000 individuals.

As pioneers in the field, Continuum is committed to innovation, continuously creating, connecting, and collaborating with partners to ensure every individual has access to the resources and care they need to live successfully and independently within the community.



*Every individual deserves to thrive, not just by having their basic needs met, but to also feel a sense of belonging, safety, self-worth, personal pride, and respect.
That's why we're here.*

Reflections on FY25

Dear Friends,

At Continuum, we witness first-hand how difficult it can be to navigate everyday life. For some, being homeless, living with a mental illness, intellectual or developmental disability, or trying to manage a substance use disorder can not only be traumatic but at times overwhelming or hopeless. For others, being institutionalized may have impacted their ability to care for themselves. Having to relearn or learn for the first time how to cook, clean, take care of one's space, or advocate for oneself can be challenging. When we talk about "Rebuilding Lives", it's not just about managing one's illness or disability but it is also about trying to recapture parts of one's life that might have been lost along the way. People we serve often forget about their special talents such as playing a musical instrument, writing poetry, or painting, to instead be redirected to focus on their illness. We encourage individuals to not only focus on their challenges but rather on what will make them feel more hopeful.



I remember an individual who lived in a state hospital for over ten years. He had a major mental health disorder, Autism Spectrum Disorder, and was selectively mute. I sent a staff person to visit him three times a week. Each time she would bring the game Connect 4 and would play hoping to engage him. Initially, she ended up playing all by herself dropping in the red checker followed by the yellow checker. She literally did this same activity three times a week for six weeks. One day she called me screaming in the phone, "He started playing and spoke to me." She was so emotional. The client was waiting on her to give up on him like everyone had in his life. She wasn't about to. Not only was she successful in engaging him but was successful in moving him out of the hospital into one of our supervised apartments where he has lived for the last 10 years. He is also no longer selectively mute but described by staff as a "chatterbox". This is truly what it means to start where the clients are in helping to rebuild lives.

Continuum started as one small program serving eight people exiting Connecticut Valley Hospital back in 1966 and has grown to sixty programs serving 3,000 people annually across the state. This year, we will be celebrating our 60th anniversary on September 10, 2026 at Woodwinds in Branford. We hope you can join us. Our ability to raise funds helps us to continue rebuilding lives and helping those we serve know there is more to life than the label they carry.

Jim Farrales

James Farrales, LCSW, ACSW, President & CEO

Financial Review

July 1, 2024 — June 30, 2025

A SPECIAL THANK YOU TO OUR PARTNERS:

Connecticut Dept.
of Mental Health
and Addiction
Services

Connecticut Dept. of
Disability
Services

Connecticut Dept. of
Economic &
Community
Development

Connecticut Dept. of
Housing

CT Dept. of
Social Services

U.S. Dept. of
Veterans Affairs

City of
New Haven

U.S. Dept. of
Housing & Urban
Development

Continuum of Care, Inc.

Consolidated Statement of Financial Position

(Extracted from annual audited financial statements)

	As of	
	06/30/2025	06/30/2024
Assets		
Current Assets	\$ 8,515,818	\$ 8,700,769
Long Term Assets	49,038,515	41,029,519
Total Assets	57,554,333	49,730,288
Liabilities & Net Assets		
Current Liabilities	6,704,563	6,666,569
Long-Term Liabilities	7,722,330	7,929,212
Total Liabilities	14,426,893	14,595,781
Net Assets	43,127,440	35,134,507
Total Liabilities & Net Assets	\$ 57,554,333	\$ 49,730,288

Continuum of Care, Inc.

Consolidated Statement of Activities

	12 Months Ended	
	06/30/2025	06/30/2024
Revenue and Support		
Government Grants and Contracts	\$ 55,697,036	\$ 43,166,336
Fee for Services	13,648,847	13,883,910
Contributions & Other Grants	158,547	1,818,325
Other Support	95,124	63,564
Total Support	69,599,554	58,932,135
Expenses		
Program	54,773,745	49,475,915
Management and General	6,415,413	6,589,360
Fundraising and Marketing	453,731	617,013
Total Expenses	61,642,889	56,682,288
Other Changes in Net Assets	(36,268)	(37,347)
Total Increase in Net Assets *	\$ 7,992,933	\$ 2,212,500
Net Assets—Beginning of Year	35,134,507	32,922,007
Net Assets—End of Year	\$ 43,127,440	\$ 35,134,507

* Includes one-time grants designated for acquisition of affordable housing properties

2025 Accomplishments

Connecticut's First DBT Residential Program

On May 14, Continuum, in partnership with the Connecticut Department of Mental Health and Addiction Services (DMHAS), launched the state's first residential Dialectical Behavior Therapy (DBT) program designed to reduce psychiatric hospitalizations for young adults with complex behavioral health needs.

With critical support from DMHAS' Young Adult Services Division, Continuum adapted an existing location to offer specialized DBT care for young adults aging out of DCF. DMHAS provided expert consultation and training to help bring this evidence-based model into a residential program, helping individuals manage intense emotions and behaviors.



Affordable Housing Acquisition Ensured Long-Term Security & Stability



When the owners of two apartment complexes that housed approximately 110 individuals and families (most of whom are Continuum clients) decided to sell the properties after serving as landlords for several decades, we jumped into action. After all, developers immediately expressed interest in purchasing the properties. No doubt, as had happened in other locations around the city, our clients would have been evicted in favor of much higher paying tenants. With the support of our legislators, and funding from the Department of Economic and Community Development and the Department of Housing, Continuum purchased the apartment complexes totaling 58 two-bedroom units.

Affordable, supportive housing is direly scarce. We can only imagine what our clients and the other residents would have had to face without the stability of the homes and services we provide. This was about protecting more than housing, it was about preserving vital lifelines that ultimately affects our entire community.

2025 Accomplishments (Continued)



Holmes II

Continuum opened its second program to support individuals who have been institutionalized for many years at Connecticut Valley Hospital. The program, named Holmes II, is located in a house on the hospital's campus but is independently operated by Continuum. The residence includes three bedrooms and an office space, and provides 24-hour on-site staffing for three female clients who require a structured residential setting after extended institutionalization and are not yet able to live independently.

Staff offer comprehensive support, including assistance with laundry and meal preparation, life skills training, case management, and opportunities for socialization. Being situated on the Connecticut Valley Hospital campus allows for a more gradual transition to community living, particularly for these residents who have previously struggled with this adjustment. This setting helps clients build confidence and develop the skills necessary for greater independence over time.

Investing in Our Leaders

Recruiting and retaining high-quality staff remains a significant challenge across the Human Services sector, yet it is essential to delivering the level of care our clients deserve. Building excellence in service begins with developing strong leaders at every level of the organization—individuals who can model best practices and provide consistent guidance to their teams. To support this goal, we implemented the Dale Carnegie Leadership Program. Initially, all senior leaders completed the leadership training series. In 2025, we expanded the program to include managers and supervisors, ensuring that direct care staff benefit from hands-on leadership, coaching, and support. While leadership development will remain an ongoing priority, this first phase represents a meaningful step in strengthening our management team and investing in the growth of our staff.



Some of our Leadership Training Graduates

Range of Services

Continuum's residential and wrap-around services help individuals with severe mental illness, intellectual developmental disabilities, homelessness, and/or addiction to live and thrive in the community as fully as possible.

Mental Health

- **Acute Services:**
Provides assessment, stabilization and short-term residential care to individuals experiencing a mental health crisis, forensic transitional services, or for those in need of housing and resources
- **Emergency Housing:**
Provides non-congregate housing and services to homeless individuals
- **Community Housing:**
Offers intensive case management, 24-hour care and transitional congregate living
- **Diversion Services:**
Diverts inappropriate nursing home admissions and monitors appropriate placements and discharges
- **Supportive Living:**
A range of supportive assistance, including case management and life skills coaching to individuals living alone or in shared tenant-held leased apartments
- **Emergency & Outreach:**
COMPASS goes out to the community and responds to 911 calls when situations involve mental health, substance use, or homelessness

Intellectual Developmental Disability

- **Individualized Services Program:**
Conducts individualized day and vocational programs with structured routine
- **Continuous Residential Support:**
Provides shared living arrangements for intellectually disabled individuals who may have a coexisting psychiatric disability
- **Community Living Arrangements:**
Offers opportunities to live in personalized home environments located in residential neighborhoods in Hartford and New Haven Counties that are within close proximity to shopping
- **Community Supports:**
Gives individualized care and services, such as daily living skills-building and guidance for more independent living, as well as entertainment, and social opportunities
- **Individualized Community Supports:**
Provides structured routine and flexibility for adults and who need one-on-one support within the home

Recovery Support

- **Continuum Integrative Behavioral Health:**
Conducts assessments, therapies, case management, and medicine management for individual and group therapy for people with mental health challenges
- **Wellness Program:**
Teaches holistic, natural practices and offers unique interactive workshops to prevent or treat critical health conditions and set individuals on the path to better overall physical and mental health
- **Recovery Employment Services:**
Trains and employs individuals in recovery so they can live more independently and help others in their recovery. Also helps individuals find housing and supports enabling them to rebuild their lives
- **Community Support/Recovery Pathways:**
Offers mental health and substance use rehabilitation services to achieve and maintain independent functioning

Impact

Emergency Housing

Jason

was a television news reporter with a solid job. Years earlier, he had a neck injury and was prescribed pain medications for an extended period of time. He became addicted, and once the pills were no longer prescribed for him, he turned to obtaining them on the street. This resulted in a DUI and getting into trouble, earning him some jail time. As a result, Jason lost everything, his job, his home, and his possessions. He went to rehab and did the work and was in solid recovery, but by then, he was homeless, living on the streets. Jason was referred to Continuum's Emergency Housing Program, where he continued his treatment, found work, and finally landed an apartment with the help of the program's staff. He's turned his life around, and says it was just not possible without the experience and compassion he found at the Emergency Housing Program.



Mother & Son

Theresa and her son came to the shelter together. Theresa is a 62-year-old cancer survivor. She had a steady job until she became ill, and she and her son were evicted from their apartment because their 2-bedroom apartment became unaffordable. They ended up sleeping outside in a tent, until they were able to get into Continuum's Emergency Housing shelter. Like Theresa, more than half of the shelter's participants are over the age of 55, and 60% of all participants have chronic medical conditions. The streets are no place for the elderly or the ill.

Nancy

(She asked us not to use her real name or picture) held a job and lived in her apartment until her landlord sold the apartment building she lived in and the new owner kicked all the tenants out with just a week's notice. Nancy found no affordable place to live but her car, where she stayed for over a year. During that time, she had to have surgery, which resulted in complications that caused her to require a lot of physical therapy, and a wheelchair. At age 66, after working hard and paying her bills her entire life, Nancy was destitute through no fault of her own. The staff are helping her in the search for an affordable place to live. She credits the staff for giving back her dignity and hope.



With Immense Gratitude

We are deeply grateful to those who have supported Continuum and the clients we serve. Your priceless contributions, partnership, and donations make rebuilding lives possible.

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President & CEO, Continuum of Care, Inc.

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PSG Equity
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Yale University** (Continued on next page)

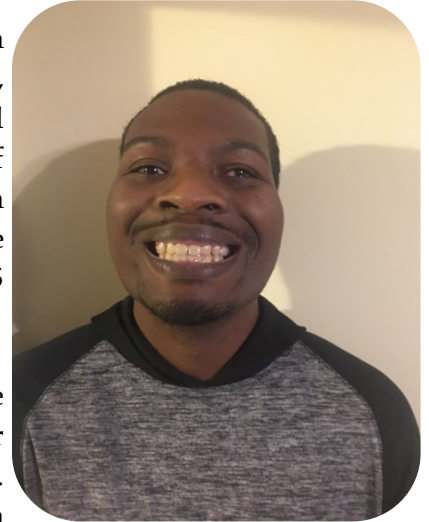
With Immense Gratitude (Continued)

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Impact

Your support enables us to have profound impact on our clients

Continuum's Community Living Arrangement (CLA) program provides housing and supportive services tailored to the unique needs, interests, and capabilities for each individual with intellectual and developmental disabilities. Eric came to our CLA program after years of repeated hospitalizations, following serious episodes of aggression toward people and property. Several residential placements were unsuccessful, but he ultimately found stability here at Continuum in 2005 when he was 20 years old.



His early years with us were difficult for Eric, and challenging for staff. He spent most of his time isolated in his bedroom or bathroom. Community outings were out of the question in those days. Nevertheless, staff remained incredibly patient and supportive, even during those moments when he was throwing a toilet, or booking it down a busy street determined to get to McDonalds.

Over time, Eric began to feel safe. He started venturing into common spaces, then taking van rides, and eventually participating in community activities. Today, he is out in the community every day. Patience is not only a virtue, it is an essential element of our work. Though mostly nonverbal, Eric communicates in his own way. Longstanding staff relationships and deep understanding of his needs have been key, creating the trust that made his remarkable progress possible.

There is no doubt that without a program like our CLA, the expression on Eric's beautiful face would look very different today.

What Our Clients Say



- "There is no other place like this!"
- "It has been a good and rewarding experience for me to realize that I was not in a good place. The house and staff came through for me in a time of need, and I appreciate everything they have done."
- "My case manager is respectful and helpful with figuring out solutions to difficult things that come up in my life."
- "Keoyna takes her time and listens to what I have to say and gives me the best advice. I am extremely grateful for her"
- "I feel like Continuum has saved my life and I am extremely grateful."



Reasons to Support Continuum of Care

- ⇒ To annually enable more than 3,000 individuals to build meaningful lives with compassion, expertise, and respect
- ⇒ To assist adults with some of the most complex challenges that other organizations are unable to address or are unwilling to incur risk
- ⇒ To divert thousands of individuals from hospitalization, institutionalization, or homelessness
- ⇒ To facilitate a more solid and sustainable recovery from a psychiatric crisis via a compassionate, supportive environment
- ⇒ To help Veterans dealing with mental health crises, PTSD, addiction, and other military-related challenges to reconnect and recover
- ⇒ To provide passionate and skilled staff who know how to unlock the door to a better quality of life for persons who otherwise would be locked out
- ⇒ To give hope to families who have nowhere else to turn
- ⇒ **To save and transform lives**



Your Support Is Needed Now More Than Ever

There Are So Many Ways to Give

**ONLINE * CHECK * STOCKS * DAF * CRIPTO * YOUR WILL *
NON-PERISHABLE FOOD * VOLUNTEER**

THANK YOU FOR HELPING TO REBUILD LIVES

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