



## 2021 (Summer/Fall) Summary of Progress

### CLINICAL EXCELLENCE

- Embraced the hybrid care model (*combination of in-person & virtual options*) to increase access to care.
- Mobilized the Day Treatment program for youth to increase accessibility and greater facilitate integration with primary school district.
- Implemented a harm reduction track for MOUD to expand induction for program participants.
- Now offer the ReSET app to aid in recovery.



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### ORGANIZATIONAL STABILITY & GROWTH

- Re-evaluating the productivity and incentive structures to promote CCC values.
- Completed a professional quality intern recruitment video for a regional university.
- Ongoing efforts to enhance the employee onboarding process.



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### ORGANIZATIONAL CULTURE

- Expansion of the IDEA (Inclusion, Diversity, Equity, & Action) Committee.
- “*Culturally Responsive Leadership*” and “*Cultural Humility and Historical Understanding*” trainings offered to staff and to agencies across the state, led by Chief Clinical Officer.



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### COMMUNITY LEADERSHIP

- Increased presence in the Upper Northeast Trauma-Informed Care Collaborative during a time of transition.
- Staff members provided significant contributions to develop this year’s PART Conference.
- Recovery Breakfast series continues on, completing its seventh year.



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We welcome your feedback! If you have any comments or suggestions about the direction our agency is heading, please feel free to contact Paul Bolino, Chief Executive Officer at [Paul.Bolino@cccoho.com](mailto:Paul.Bolino@cccoho.com)