



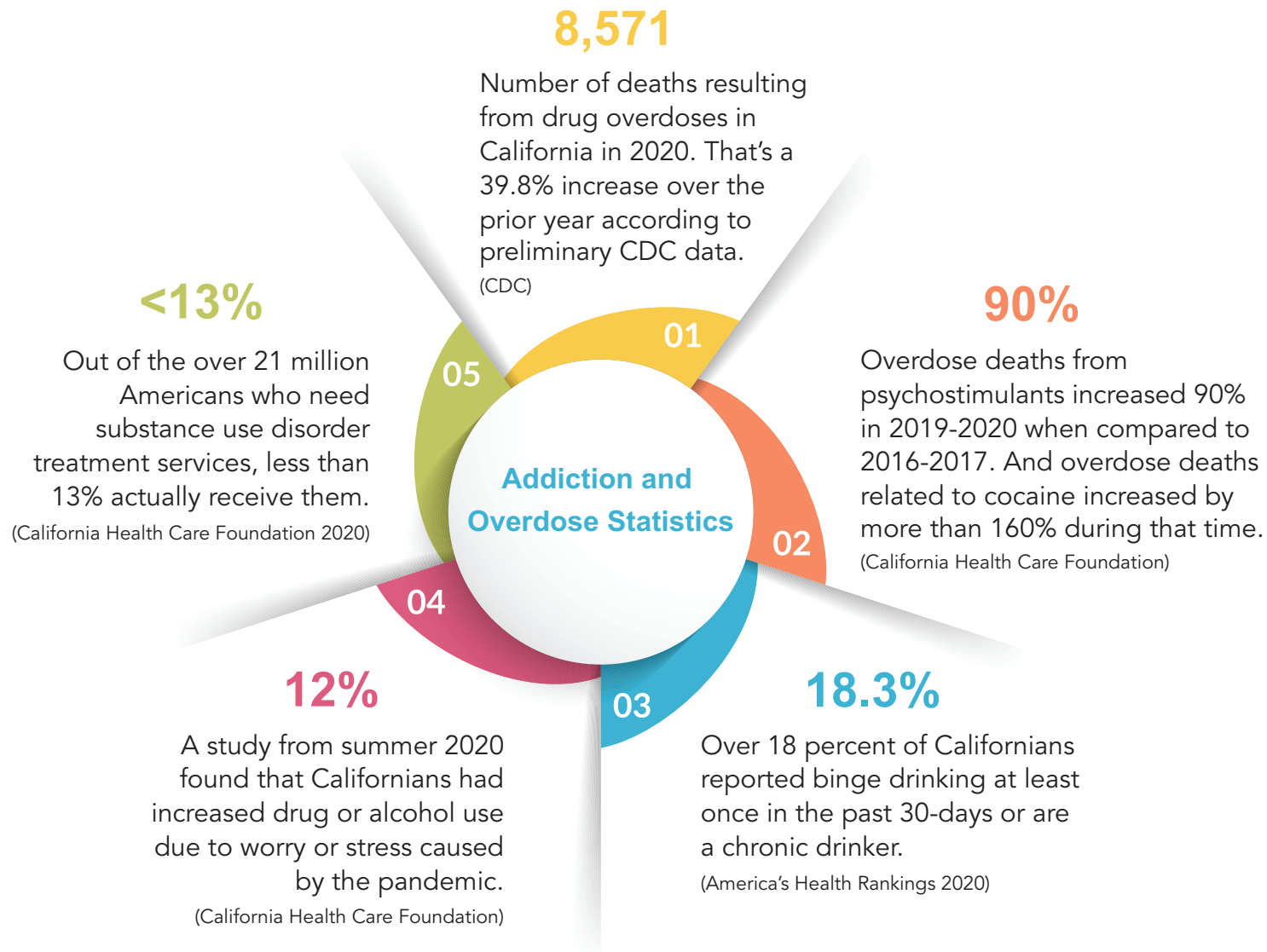
Impact Report

2020

Bi-Bett Addiction Treatment

*Bi-Bett serves those with
substance use disorders, giving them
“a second chance at a first-class life.”*

Addiction and substance use are on the rise...



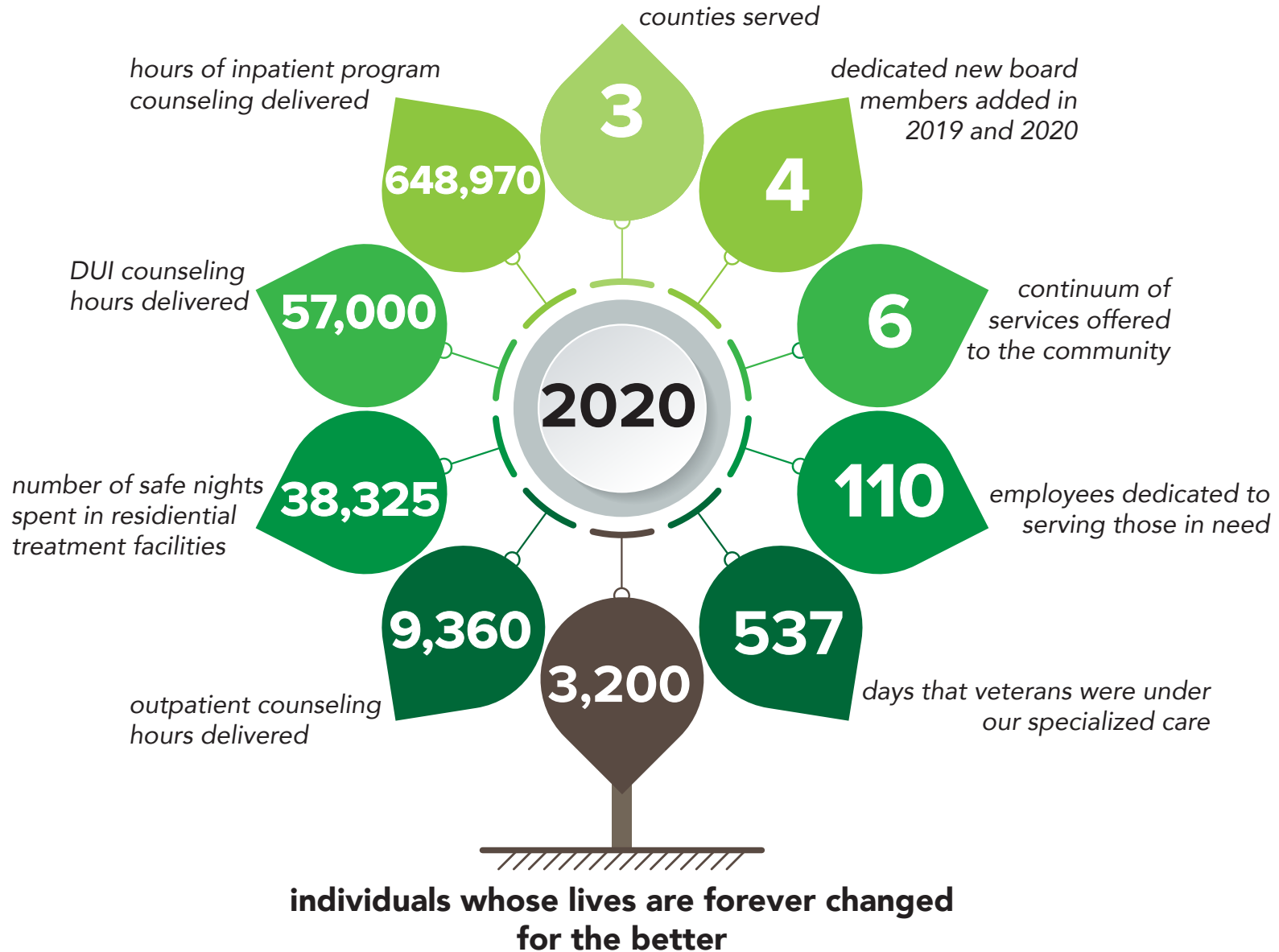
but that's not the whole story, and *there is hope...*

Like you, we have an unwavering belief in the resilience of the human spirit, having seen countless patients embrace new lives of recovery!

And with your help, we are making a difference in the lives of thousands of people and families each year.

Here's a look back at what you helped us accomplish in 2020:

PLANTING THE SEEDS OF RECOVERY





A Note from Our CEO, Jaime Campos

Bi-Bett continues to be here when people need us most.

Our values of quality, resilience, and responsibility have never been more challenged and more apparent than during the COVID crisis. The last 17 months have shown us that even with a 50-year history like Bi-Bett's, you'll still never see certain things coming — like a once-in-a-century

pandemic. And while we certainly haven't come out of it unscathed, I've been reminded time and again of how vital our mission is and how our dedicated staff will go to great lengths to care for those who are ready for a new life.

I've also learned that one of the most selfless things we could do at a time like this is to invest in ourselves, because there will be a big return on those investments to the individuals we treat. And as someone who has invested in Bi-Bett in some way, such as through your time, donations, taxpayer contributions, or other resources, I wanted to update you on a few ways that we have stewarded your contribution over the past year.

1. We created a non-profit subsidiary called "Unshakeable Hope," which will help us improve facility quality

and safety over time. Bi-Bett is a sanctuary to many, and this endeavor allows us to "beautify" our spaces so that it continues to feel like a home for those in need.

2. Alameda and Contra Costa counties were ahead of the curve when it came to adopting the Medi-Cal (Medicaid) system in 2017-2018 which allows for better beneficiary coverage for substance use disorder treatment, thanks to the Affordable Care Act. In 2020, right in the middle of the pandemic, our team moved mountains to redesign processes in Solano County so that they could also provide Medi-Cal funded treatment services to those in need. This was a big win for increasing access to lifesaving treatment for the underserved population that needed these services desperately!

3. Bi-Bett implemented an enhanced family leave policy to give mothers and fathers more time to bond with their newborns, which many organizations are unable to offer. However, in our work and in our own lives, we understand the importance of this precious time and are proud to have taken this step for our team.

4. Last August, Diablo Valley Ranch, our first and largest program, had to be emergency evacuated due to the proximity of one of California's devastating cluster of fires. We quickly placed our patients in a hotel and our amazing program coordinator, Chris Murray, found a way to continue providing counseling and treatment by using the hotel's banquet room.

Talk about resilient!

Though we are grateful that DVR was not touched by the fire, we were reminded that our greatest resource isn't a location, but hiring staff that demonstrates such dedication and devotion to our clients.

As you can see, there were some bright moments in the midst of unimaginable heartache. I'd also like to take this opportunity to thank our Contra Costa and Alameda County funders for helping us find a way to keep behavioral health provider doors open despite pandemic-related reductions in volume. Our substance use treatment programs became more essential than ever in 2020, and our partners have always been key to both short-term and long-term success.

As a trusted provider of behavioral health treatment in our area, we recognize both the responsibility and authority that comes with that position. We know that the effects of the pandemic will be felt for years to come and that our entire continuum of care will be both necessary and accessible to those who need it. With your help, we are ready to take on whatever challenges lie ahead and will continue to be a safe environment for those seeking freedom from substance use.

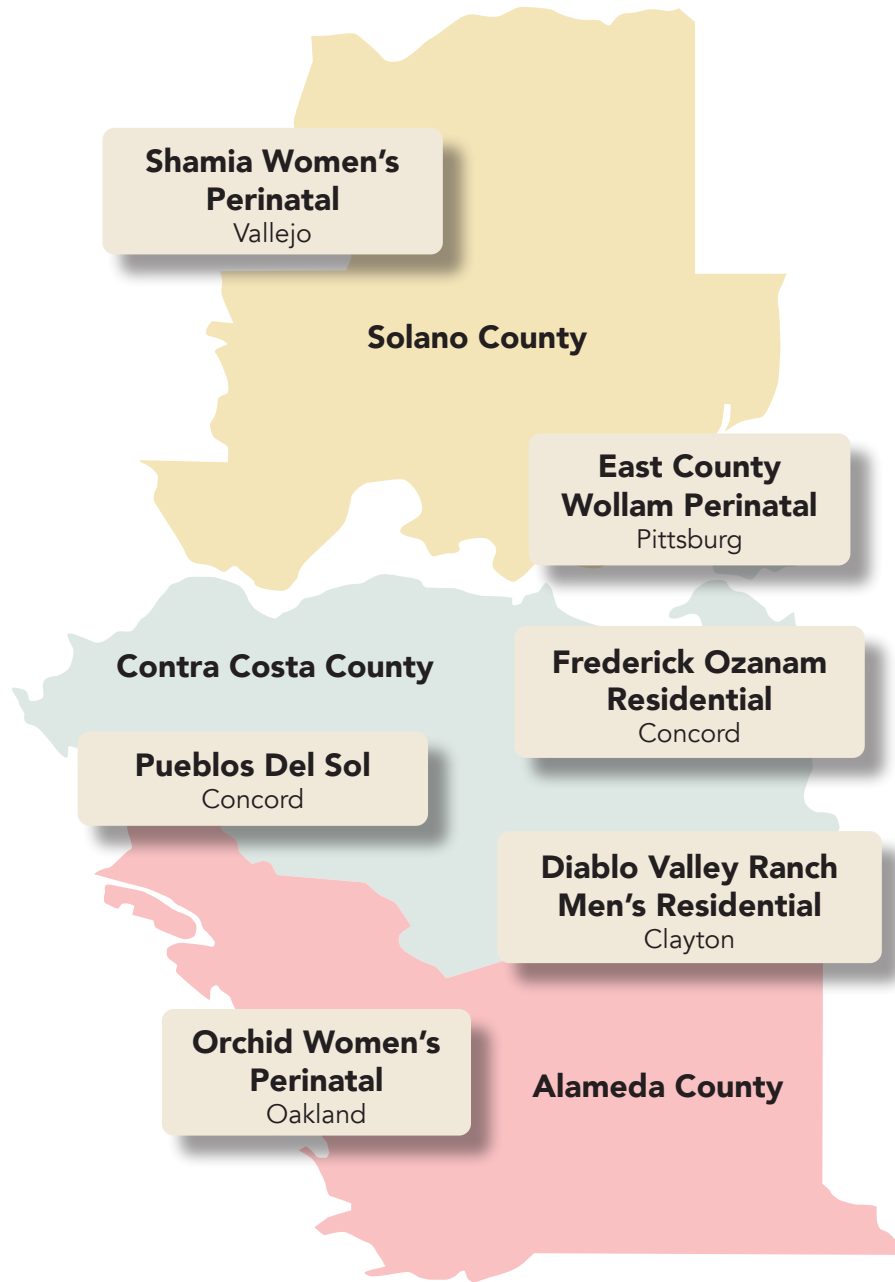
Thank you for partnering with us at such a critical time.

Together, we will give more people a **"second chance at a first-class life."**

Jaime Campos, CEO




Inpatient Residential



721 patients

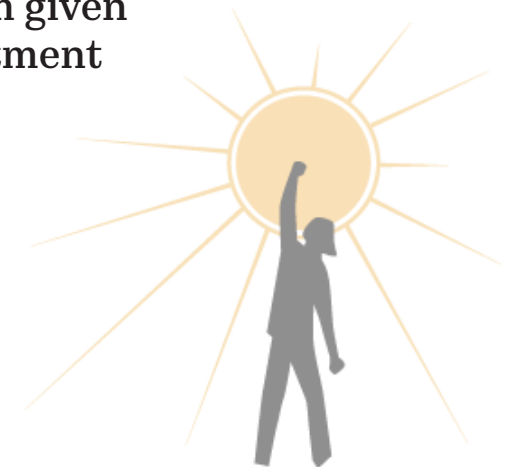
served in residential treatment

1,277 nights

that pregnant or postpartum mothers felt safe and nurtured

28 mothers

who were pregnant or postpartum given critical treatment



Bi-Bett began as an inpatient residential program in 1969, and to this day continues its mission: to provide quality, patient-centered, and affordable treatment services to individuals, families, and communities suffering with substance use disorders.

“As a perinatal treatment program, we have a long history of serving women and reuniting families. In fact, many of our staff are successful alumni of the program! During treatment, clients not only receive education related to their substance use disorder and/or mental health diagnosis, but they are taught healthy coping skills, how to build a social support system, and how to address their trauma, guilt, or shame.

We also believe and model compassion, empathy, and love so our clients begin to practice self-love. It is our goal to reunite women with their family and/or children, secure safe housing, become employable, and give back to the community. **And I have seen women come into the program and be angry, or filled with guilt and shame, only to walk out of the gates with a plan, self-confidence, and a new will to live.”**

Stephanie Orlando, Wollam Program Coordinator



The Chapel at Diablo Valley Ranch



Diablo Valley Ranch: Patient Testimonial

Mark's Story

“Without Diablo Valley Ranch, I'd probably be dead.”

USING AGAIN, AFTER YEARS OF SOBRIETY

I'd been clean for 15 years when I started using meth again. I used drugs as a young adult, but got my life together and had a family. However, when my kids grew up, I got bored and started using again. Then life became completely unmanageable. I lost my house, ended up on the streets, and got in trouble with the law. I thought I was in a black hole that I couldn't get out of. People told me to go to DVR, but I didn't feel like it was an option because I didn't realize the importance of “wanting it” at that time.

My kids also asked me to go, but it took two months before I finally made it there because I ended up in jail. But Chris Murray, the Program Coordinator, told me that as soon as I was out, I was welcome.

The circumstances were bad, but my kids cutting me off was the last straw and my decision point. Until then, my kids and my mother were my fallbacks and the people I relied on for support. We are close, so having them in my life meant everything—and cutting me off meant everything, too.

DVR WAS OVERWHELMING IN THE BEST WAY POSSIBLE

After finally going to DVR, I didn't want to give up after feeling that kind of support. It is such a welcoming and overwhelming place, in the best way possible. Chris is the best person I've ever met, and the hardest thing about being there was trying to understand that people I didn't know loved me. **Without DVR, I'd probably be dead.**

I've known about two dozen people who've been lost to addiction. Addicts are just waiting for the chance to use again, but the tools we received there combat those thoughts and feelings every day. I've seen what happens when you get lazy, and I've met both success stories and failures. I believe it's the want for a better life that contributes to success, and it's certainly what I want, especially so I can stay close to my family.

I'm 42 years old and it took me that long to realize that I can be “normal.” I've learned that I have an addiction to battle every day, but I've also been taught how to battle it.

A BETTER WAY OF LIFE

I work the 12 steps 24/7, and it's led me to a better way of life. I've changed everything about myself, including my job

and the city I live in. I've also learned to practice things that are uncomfortable for me like getting to know others. But now I'm more outgoing and I want to help others. I even volunteer with a nonprofit that feeds the homeless. And I'm so thankful to be back in a relationship with my kids who were always my biggest support team. My family is incredibly important to me, and sobriety has brought us back together. It also allowed me to be a resource for my entire family after recently losing a cousin to addiction. I was able to help them understand what happened to him, and am grateful to be here for them at such a difficult time.

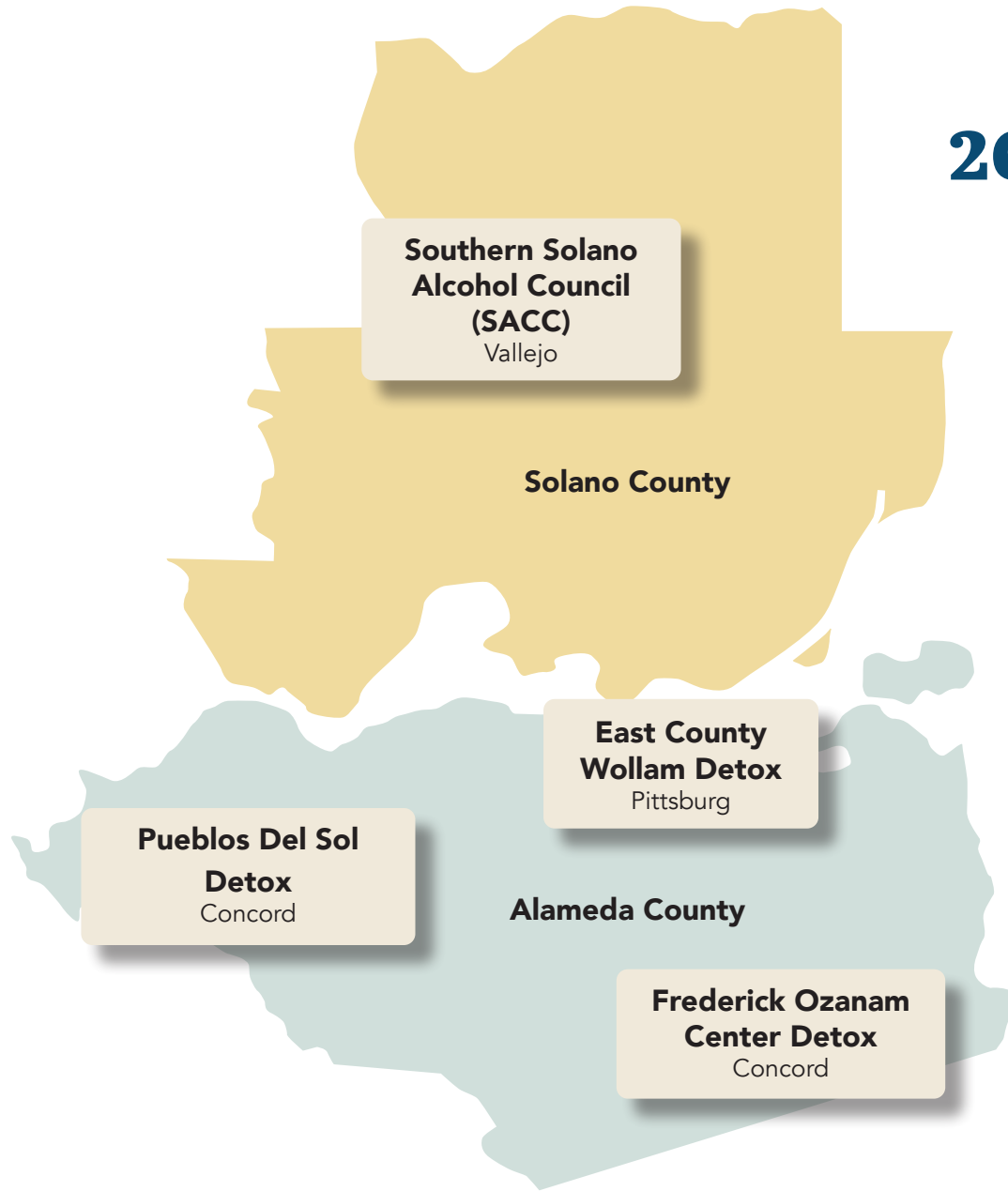
CLEAN SINCE JULY 21, 2019

DVR is a second home to alumni like me, and a big part of my life is there. In fact, I once walked over four miles just to attend a meeting! I was scared to death to go, but I've come to see that **DVR is Holy Ground**. And I've learned first-hand that if you follow the 12 steps, it works.

I'm looking forward to a life in recovery as well as surrounding myself with others in recovery.



Withdrawal Management (Detox)



262,320 observations

to ensure that our patients were safely stabilizing in detox

5,465 detox

days of safe stabilization

992 individuals

given a chance at a new life



Withdrawal management, or detox, is often the first step on the road to recovery. It can be a brutal process for the individual, especially for those suffering from long-term addiction. For that reason, there is a higher intensity level of care and patients are monitored frequently. We want them to know that they aren't in this alone and there is a better life waiting.

"Our residential programs serve a wide variety of clients such as men, women, women with children, pregnant women, and postpartum women. We also have built-in detox services in two of our women's programs which provide better access to treatment. We also have a Spanish speaking residential program for men, which happens to be the only men's detox in central Contra Costa.

Having co-located residential and detox services makes all the difference in the world, almost like a 'one-stop shop.' Thanks to our withdrawal management programs, we have seen children returned to their parents and families reunited. We have the privilege to witness individuals learning how to live free from the bondage of addiction, without the use of drugs and alcohol. **We see people becoming productive members of society and restoring their self-worth."**

Damon Fischer, Director of Inpatient Programs



The Diablo Valley Ranch Team



East County Wollam: Patient Testimonial

Jasmine's Story "This program saved my life."

BORN INTO ADDICTION AND TRAUMA

As the child of addicts, I wanted to be different from my parents. But then I met my husband, who is also a child of addicts, and using seemed unavoidable. Then there's the trauma: I was molested and raped as a child, and even kidnapped. All of it led to me spending thousands of dollars out of my paycheck each month on meth, alcohol, pills, marijuana, and cocaine. The drugs took me out of my reality. Life was happening, but I was a robot.

Before coming to East Wollam, I was in and out of outpatient treatment. The police came weekly, CPA came monthly, and basically, I was at rock bottom. I was also pregnant and inpatient treatment was recommended by a counselor. I didn't want to go, or want the child I was carrying at the time, but I was afraid to lose my daughter. Toni Wilder, the program manager, told me to come to the program and I finally relented.

TAUGHT HOW TO LOVE

In the beginning, it was hard to be at Wollam. I was scared, nervous, and anxious. At first I hated it and wanted to give up. But it's a very loving place and they helped me realize what I was doing and how it affected others. In the 90 days I was

at Wollam, I got a sponsor, started working the steps, met with a therapist, and took parenting classes. I learned how to take responsibility, set boundaries, and most importantly, love myself. **I also learned to love the child that I didn't love during pregnancy or the first year of his life. I'd tried to miscarry in all kinds of ways, but they had me connect with him during the program, and the messages started sinking in. Wollam is a very safe and supportive environment for growth and change.** Without Wollam, my life would still be chaos. My family would be white knuckling it, and my husband and I would be in prison, homeless, or dead. We've knocked on their door many times, and they continue to welcome us with open arms.

A NEW LEGACY FOR MY CHILDREN

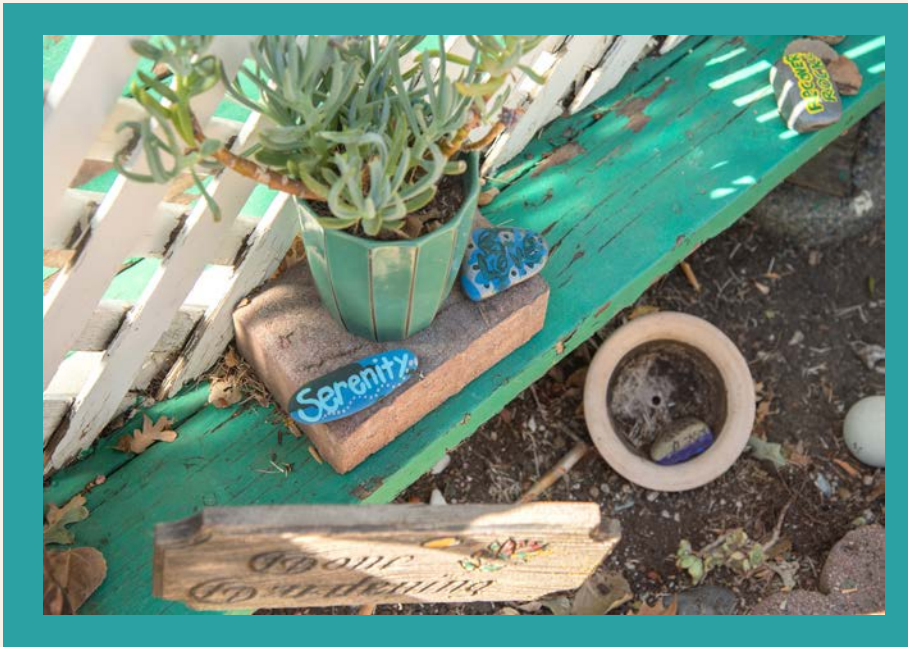
Since graduating in 2015, I have a new way of life. I love myself and my family, my husband and I both have jobs, we bought our first car, and most importantly, my children don't have to worry about their next meal or a roof over their head. **I'm so relieved that my kids don't have to see me high or witness that kind of dysfunction.**

LOOKING TO THE FUTURE

My husband graduated from Diablo Valley Ranch, and even

after graduation, we went every day to be a part of the community. And we will continue to stay involved because we believe in the program and know that being around those in recovery is crucial to our own sobriety. In looking ahead, I'm also excited to be of service to others and give back to the community. I work in behavioral health now, and want to obtain a social work degree because I know I can help others like me. Besides learning to love myself and others, I've learned that I don't have to be on drugs to be me and everything doesn't have to be so dramatic. This means my future will be incredibly different from my past.

Bi-Bett saved our lives and we wouldn't have this kind of new life without them.



Frederick Ozanam Women's Recovery: Patient Testimonial

Aeisha's Story

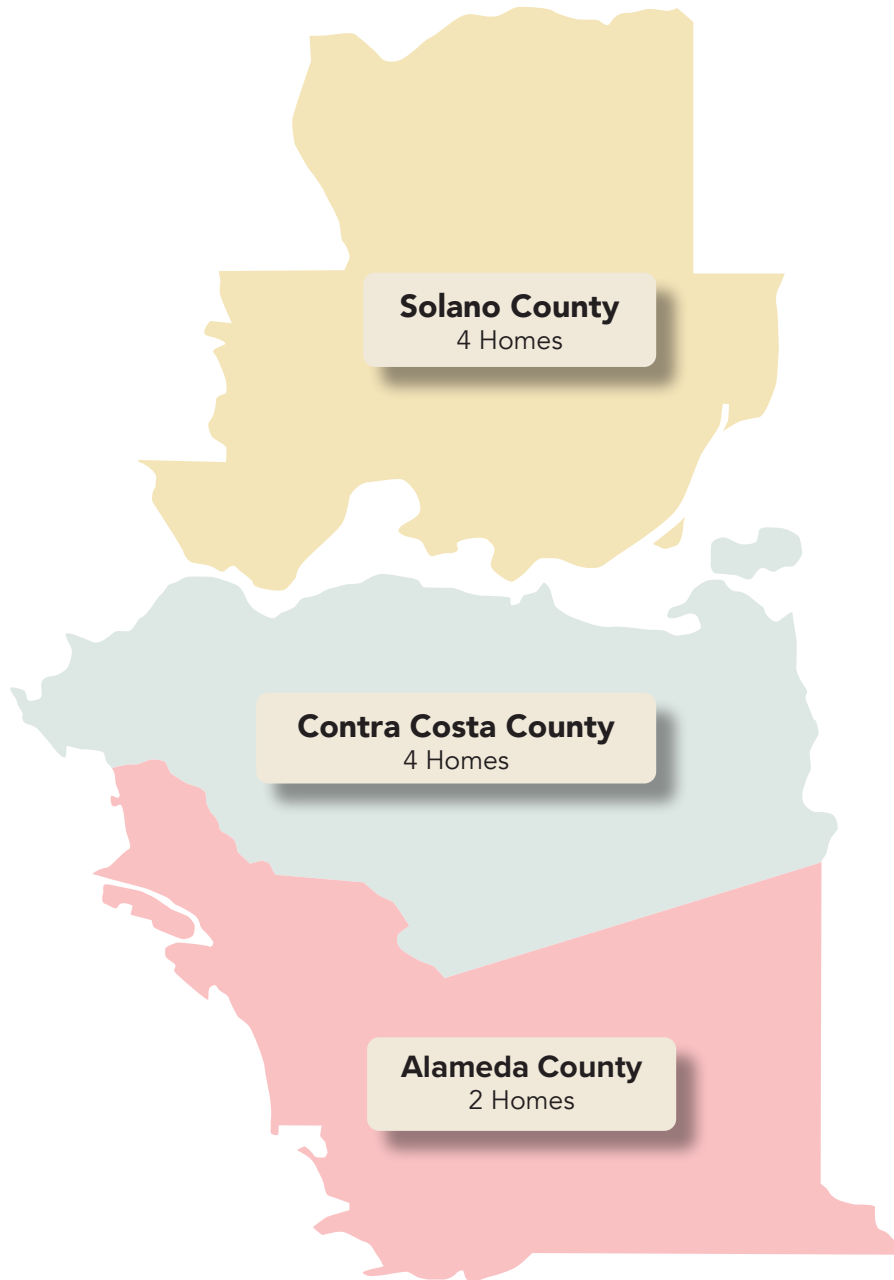
"I am more grateful in my life today than I have ever been before."

Frederick Ozanam Women's Recovery Center helped me to change my life in extraordinary ways after struggling with drug and alcohol addiction for over 10 years. ***I am currently clean and sober and have grown into a woman with integrity, courage, strength, and hope.***

I was twice involved with the department of family and children's service, having my children removed from me for various reasons. But my work in treatment has helped me to rebuild a healthy relationship with my children. Having God, an understanding sponsor, and the Ozanam treatment facility has given me the second chance that I needed at a first-class life. And the staff and alumni have been working with me to accomplish my life-long goals.

Thank you Frederick Ozanam Women's Recovery Center!

Sober Living Environments (SLE)



18,980 nights

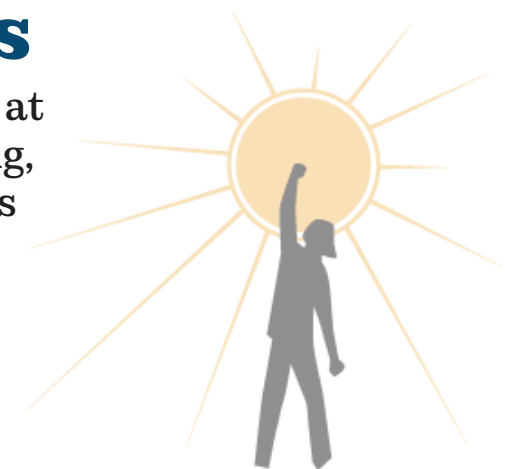
safe and sober nights to
propel a new life

52 people

people provided with a
structured and supportive
environment

4,015 days

of supportive living at
transitional housing,
providing life skills
support



Sober Living Environments can help people succeed early in their recovery when structure and having community nearby is essential. This unique combination of accountability and support is a much-needed solution for those who choose it and want an immersive recovery experience.

“We provide SLE housing to men and women that may otherwise be un-housed by many because they are just out of residential treatment. Having a safe place to transition after treatment is critical to continued sobriety. And I’m proud to say that Bi-Bett is different from others in the area in that we realize the struggle to pay higher rents could be difficult and place some in relapse mode. We keep our rates as low as possible and refer them to rental assistance programs to help until they can receive employment and a better financial foothold.

SLEs like ours provide support for residents to see the benefits of what their life could be, and realize the consequences of returning to their old way of life. They obtain a stronger hold on recovery and increase their success rate to a much brighter future. There are so many transformations that we have seen over the years—including my own! Completing a Bi-Bett program 20 years ago completely changed my life.”

Cathy Rodriquez, Director of Property Operations





Pueblos Del Sol: Patient Testimonial

The Only Spanish Speaking Residential Program in This Region

Juan's Story

“I never felt like I could live a life without drugs. Now, I feel fresh and clean.”

MY ADDICTION WAS STRONGER THAN ME

I grew up in Mexico and started using drugs when I was 17. I came to the US over 20 years ago, but my friends and family here did drugs, too. We all used as a way to dull the pain of life. After getting married 12 years ago, I stopped using drugs but started drinking. I was clean for the first six years of marriage, but then started using meth, which caused me to lose my home, job, and family.

Life was terrible by this point. I was living on the streets and around bad influences, so I kept using. I'd lost everything and knew I needed help, but I was in a black hole and didn't know what to do. My wife tried to help me, but I thought I could do it by myself. I would stop using for a couple of days, but it didn't last. I tried to quit, but my addiction was stronger than me.

It took me six years to make the decision to go to Pueblos Del Sol. Finally, I was hit by a car—except I didn't remember it. I was taken to the hospital and that was my wakeup call. I knew that I needed to do something, and my friend recommended Pueblos. If I hadn't gone to Pueblos, I probably would've gone

crazy or be dead. I was seeing things, hearing voices, paranoid, and living on the streets. Instead, I have a different life.

THE PROGRAM WORKS

That place is filled with such beautiful, helpful people. How can I ever thank them enough? Pueblos is strict, but good. It was a great education and I love the program. But the first month was terrible. It was so hard to stop using. However, I'd told my family that I would quit and I wanted to stay accountable to my word. Thankfully, they gave me strength and support to continue. And I made some new friends, which also made it easier. The program works, but you have to do the work. In fact, the work you do after leaving is the hardest work of all. Getting a sponsor, working the 12 steps, and Narcotics Anonymous meetings all help me. I've become more comfortable with it all, found others like me, and am learning from people who have been through the same things.

FEELING BETTER EVERY DAY

I feel so much better now. I'm in therapy, I've become more patient, and I've learned how to listen. I have a sponsor and work the steps. I'm also leaving bad influences behind.

Sometimes I still run into old friends, but I just say hello and move on. I'm also currently in a sober living environment, and it's encouraging to see others around me trying to get better, too. The old me didn't care about anything. I was always mad and wanted to fight. I wasn't thinking the right thoughts and had a bad relationship with my wife.

I never thought I could live a life without drugs. But now I feel fresh and clean. I look people in the eye and feel good about myself. And I now have a good relationship with my family and my wife, whom I love very much.

DISCOVERING NEW POSSIBILITIES

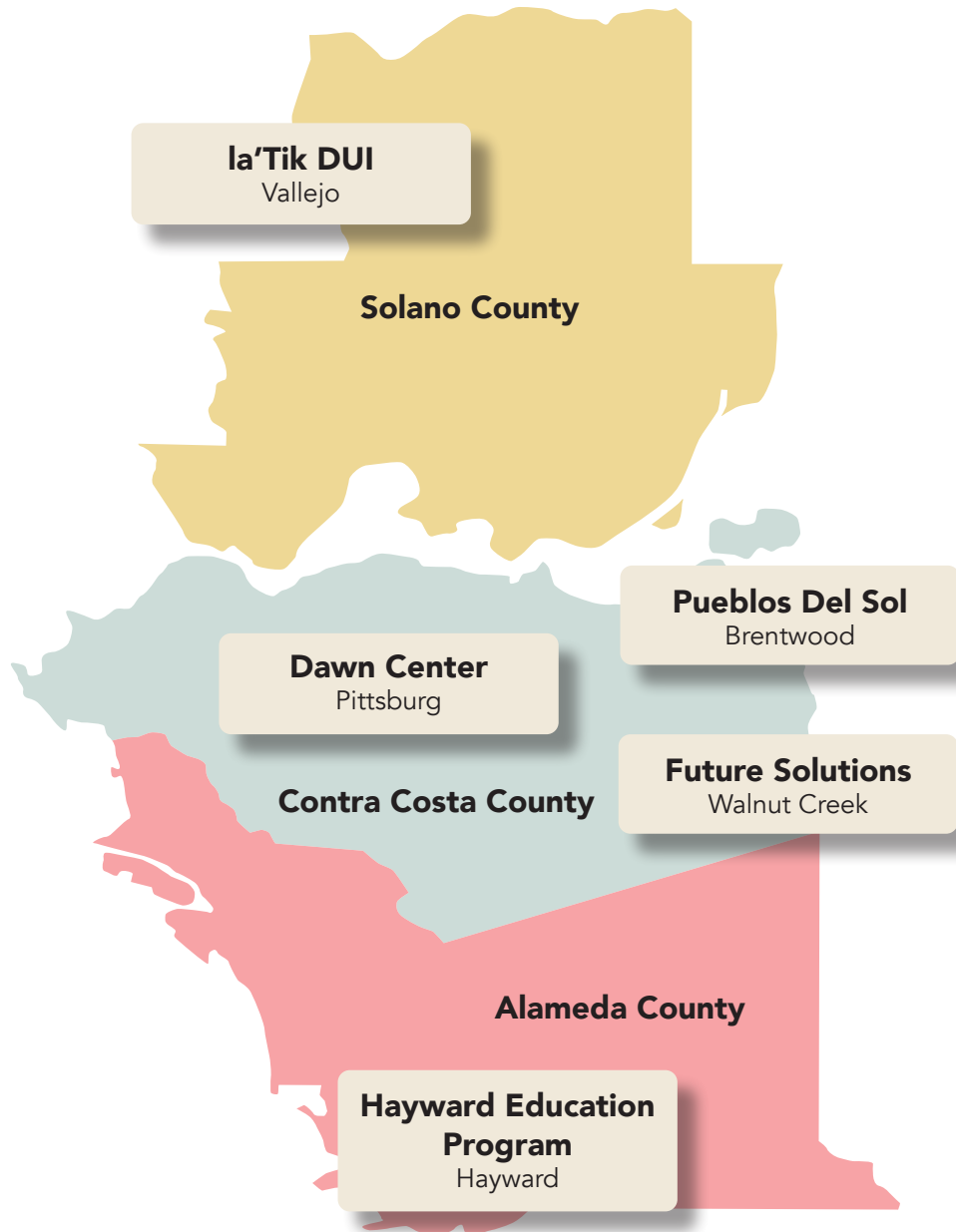
Currently, I've been clean for two years and am a cook in a Mexican restaurant. My boss, who is the same friend who referred me to Pueblos, has given me a good job. I'm sober and I'm happy. My wife and I have been separated for four years, but are looking forward to living together again. I'm also going to get my papers and become a legal citizen. There are so many exciting things to come!

And one of the other things I'm looking forward to is helping more people like me. We all need support, and I can be that for others. People can look at me and know that recovery is possible. I just want people to know that when they feel ready to ask for help, I'm here for them.

DVR has given me the opportunity and necessary tools to restructure my belief system so that I can cope with life without using drugs. With the help of the Ranch, I have been able to work on doing the next right thing every day.

- Daniel

DUI Outpatient Counseling Programs



57,000 hours

DUI counseling and education

1,500 enrollments

new enrollments in just one year

countless

safer roads



These vital DUI programs ensure safer streets, communities, and citizens. Additionally, participants pay their own fees, which means these programs are self-sustaining and at no cost to the taxpayer.

“Our Substance Use Disorder assessments allow for self-exploration while motivating individuals to make different choices. The individuals who attend these programs are able to gain insight and education on the risks that come with driving under the influence and/or using alcohol and other drugs. **These observations then allow them to create positive changes in their lives, thus enhancing the community’s health and safety one person at a time.**”

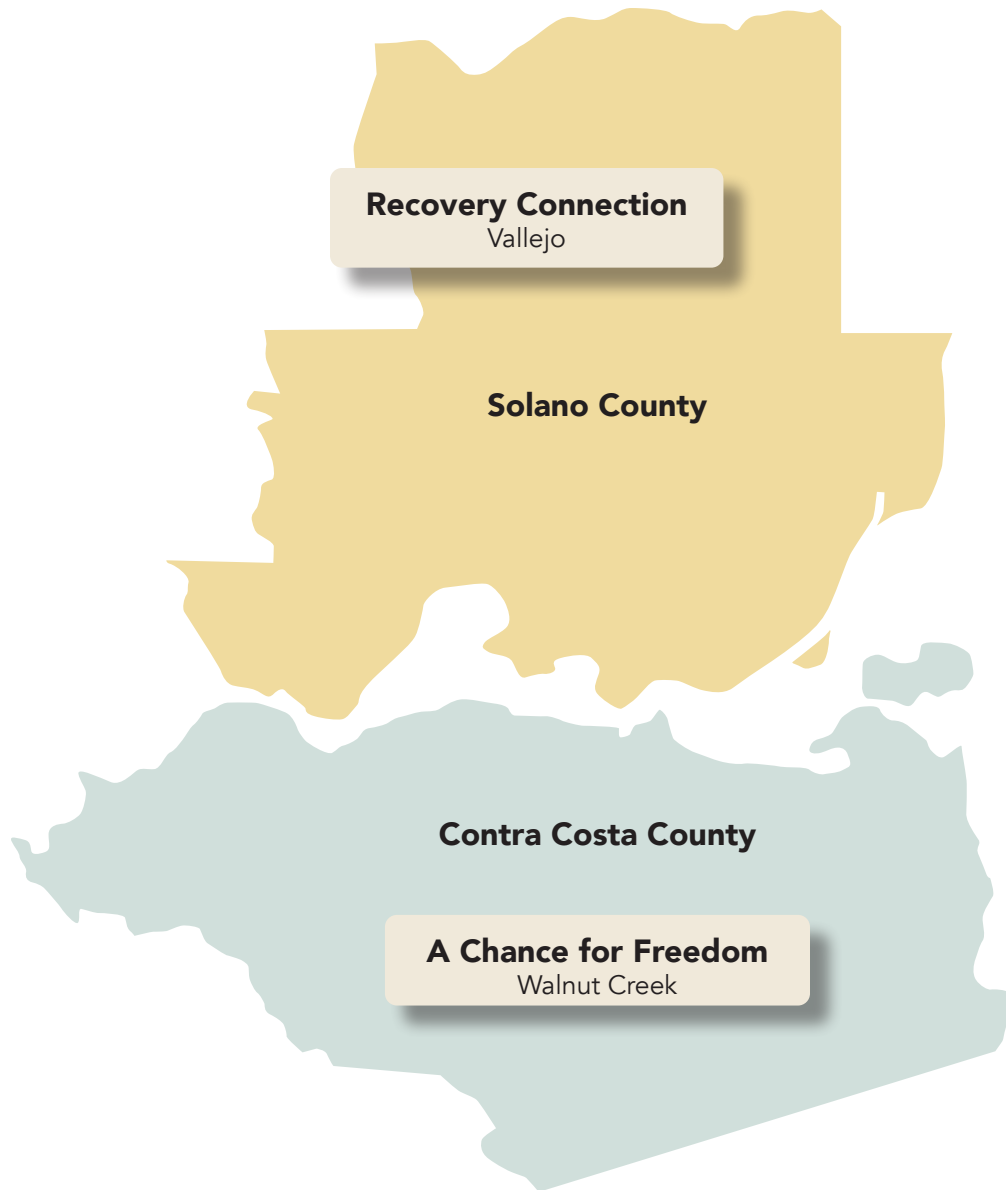
Victor Salinas, Interim Director of DUI Services

“DUI completion means that clients in our community are not in danger of harming someone or themselves. **We are part of the solution of more people driving safely and legally.** We also help people fully understand the seriousness of their violation when it comes to drinking and driving as well as using other drugs. We want them to be fully educated and informed, and sometimes even simply give them the confirmation they need to acknowledge that they have a problem.”

Travis Mozeke, DUI Programs Coordinator



Outpatient Counseling



9,360 hours

counseling and
guided support

160 people

who turned their
lives around



For those who are able to hold down jobs or attend school while receiving treatment, outpatient counseling is a terrific option.

Our trained counselors work with patients to deliver evidence-based treatment, help them develop and practice new coping skills, and assist them in creating relapse prevention plans so they can live a more fulfilling life.

“In many communities, programs like ours are on the front lines of the SUD epidemic and have become an important source of treatment. And because of Bi-Bett’s outpatient counseling, there is decreased involvement with the judicial system with a reduction in crime rates and recidivism, as well as a decrease in need for medical care, hospitalizations, and/or emergency services. We also give clients the ability to maintain employment or attend school, causing less disruptions to their daily life. In short, **our programs give individuals hope.** They provide guidance in the repairing of familial/societal relationships, reunification with children, and guidance towards living a fulfilling life in recovery.”

Shanna Boulden, Associate Director of Outpatient Treatment Programs



Transportation to Treatment Programs

Transportation to treatment programs break down barriers!

We do everything we can to assist individuals in getting the treatment they need, even when it means giving them a ride.

Having their license revoked, lack of access to transportation, and no one to take them to programs are all barriers we help break down.

348 rides

county wide rides to a SUD treatment appointment

298 rides

rides from Santa Rita jail to SUD treatment programs in Alameda County



Donna Bell and Fred Jackson
Bi-Bett's Transportation Team



Our programs work because of the commitment and compassion of our incredible team.



“Without sobriety and working in this field, I would probably be dead. My job and giving back what was so freely given to me is the light of my existence. I live and breathe my recovery, so to have a job in this field is a true blessing for me! **They say if you find a job you love, you will never have to work a day in your life—so, yes, I have that job!** The connections I make with the clients while teaching them what they want and need so much is an honor and a privilege for me!”

Debra Scheunemann, Program Coordinator of Recovery Connection

“Having a history of alcohol abuse in my family and with acquaintances who have used both drugs and alcohol makes my work very personal. I have watched our communities devastated by methamphetamines and, more recently, opioids. By helping those suffering with addiction, **I can save and enrich the lives of others.** By giving them the foundation of recovery and the fundamental necessities of life, clients can achieve their goals and become productive members of society.”

Shanna Boulden, Associate Director of Outpatient Treatment Programs





“My work is about helping others find their way out of the darkness, because I know the way! I graduated from Wollam in 2011, having lived at their SLE for three years and taking suggestions from my counselors.”

Stephanie Orlando, Perinatal Programs

*“Diablo Valley Ranch is where I find purpose and passion in my professional performance. **I wake up grateful every day, humble and honored that I get to be part of someone’s recovery journey at DVR!**”*

Chris Murray, Residential Treatment



“I just want to give back what was given to me because I am a recovering alcoholic and addict myself.”

Damon Fischer, Director of Residential and Detox Programs

Diablo Valley Ranch



Vallejo la'Tik DUI



Pueblos del Sol DUI



Shamia



Orchid Perinatal



Wollam Team



Quality. Responsibility. Resilience.

Those three values encompass everything we do, and I can speak to that fact both as board chair and as someone who benefited from Bi-Bett's services in 1994. This organization gave me my life back, as well as a sense of direction and purpose. It's been a pleasure to not just witness all that we have to offer the community, but be a part of it at every level.

A Note From Our Board Chair, Mike Frew

Knowing what it's like to be beat down with addiction, unemployable, and in and out of jail, I can tell you first-hand the difference that our organization makes in the lives of thousands of individuals and families each year. I was sentenced to 90 days at Bi-Bett and stayed six months. I stuck with it because the treatment works. There is no substitute for excellence and a supportive community, and Bi-Bett has both.

Our professional network, wide variety of services, and large geographic coverage area also allow us to offer more than many other service providers. We give people a different way of life and that is on display every day.

In the same way, sobriety doesn't change just the life of the person in recovery. It changes everyone around

that person and even generations to come. When people get out of their program and realize their value, they improve their lives, get jobs, start companies, become involved in the community, and give back. **There is a transition from being nurtured to nurturing others, from potential to actualization, from being in a rut to having a roadmap. It's incredible.**

But it hasn't always been a smooth process. Shortly after I became involved at a board level, our former executive director, Susan Cinelli, passed away suddenly. While we were shaken as a community and organization, it proved to be yet another example of Bi-Bett's resilience. With our treatment programs, we had made a commitment to the community, and were determined to press forward.

I'm proud to say that we have navigated internal and external changes, including the pandemic, with a lot of faith and courage and are taking the organization in a positive direction. It has truly been a team effort, and we are excited for the next phase of growth.

One of the board's primary functions is to work hand-in-hand with those who are interested not just in our organization's success, but the success of those we help. It's been a challenging couple of years, but our community and stakeholders have risen to those challenges. And we are working hard to ensure that Bi-Bett's next fifty years are even better than the last.

Thank you for coming on this journey with us!

Mike Frew, Bi-Bett Board Chair

A big part of Bi-Bett's success is thanks to our dedicated board.



Jim Morgan
Board Vice President



Ime Ekanem
Treasurer



Trisha Dacanay
Board Secretary



Brandy Leidgen
Board Member

We may have five decades behind us, but we are still looking to the future!

Taking into consideration the the ever-changing market, which is inevitably shaped by political, economic, and competitive forces, our strategic focus will rest upon **four key pillars** of improvement over the next two years:

Infrastructure

Invest in the agency's infrastructure in such a way that bolsters our ability to deliver safe and efficient treatment to our valued patients, without compromising on quality.

Quality

Invest in proven quality programming and resources which enable the agency to provide data-driven, feedback-informed treatment to our patients while implementing mechanisms which allow for outcomes tracking.

Integration

Form strategic partnerships with other providers in an effort to tie key specialty supports into one's SUD treatment process concurrently, thereby improving outcomes.

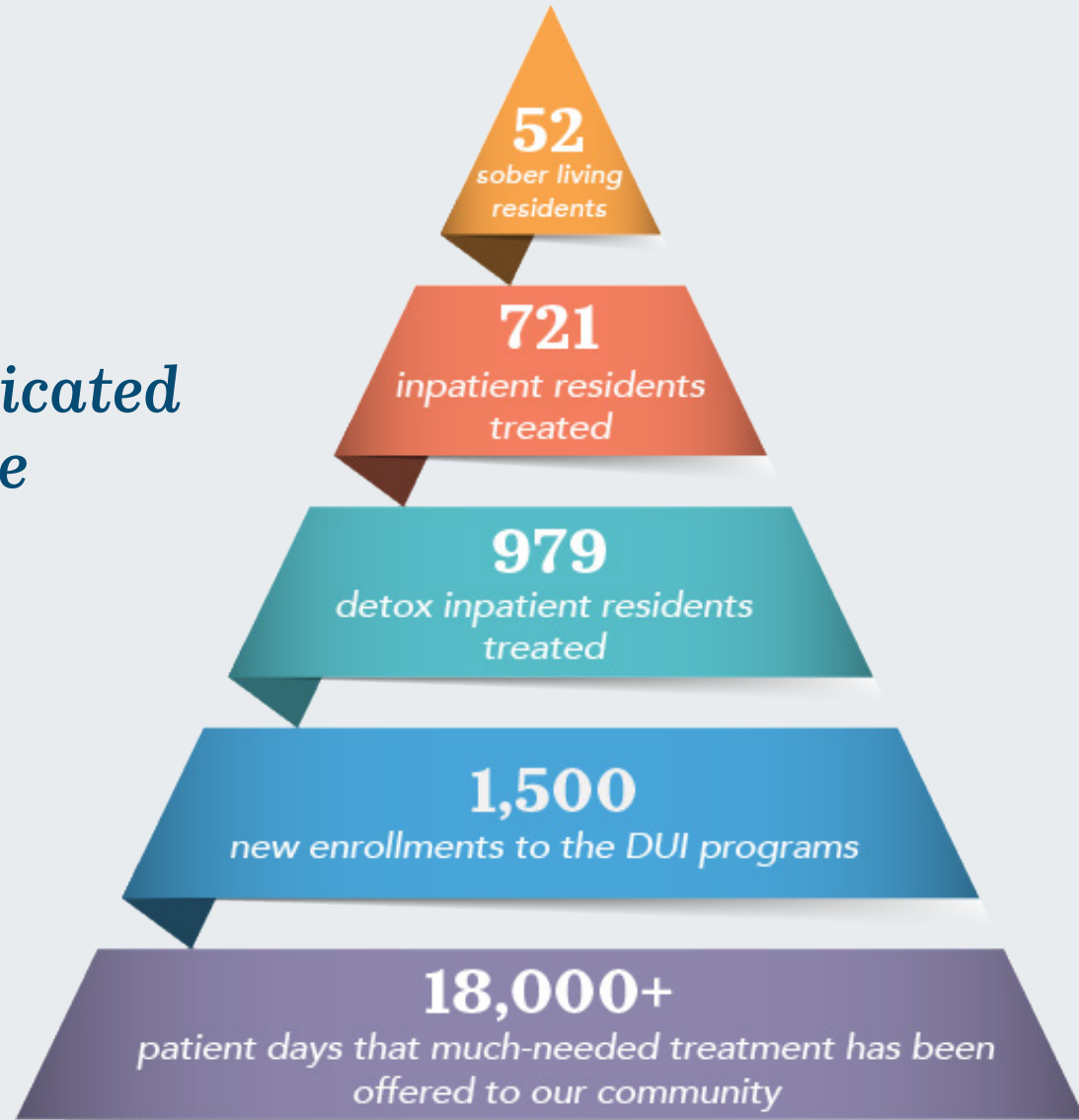
Sustainability

Diversify our revenue base and leverage investment tools wisely in an effort to strengthen the agency's financial stability, ensuring that Bi-Bett's impact persists for years to come.



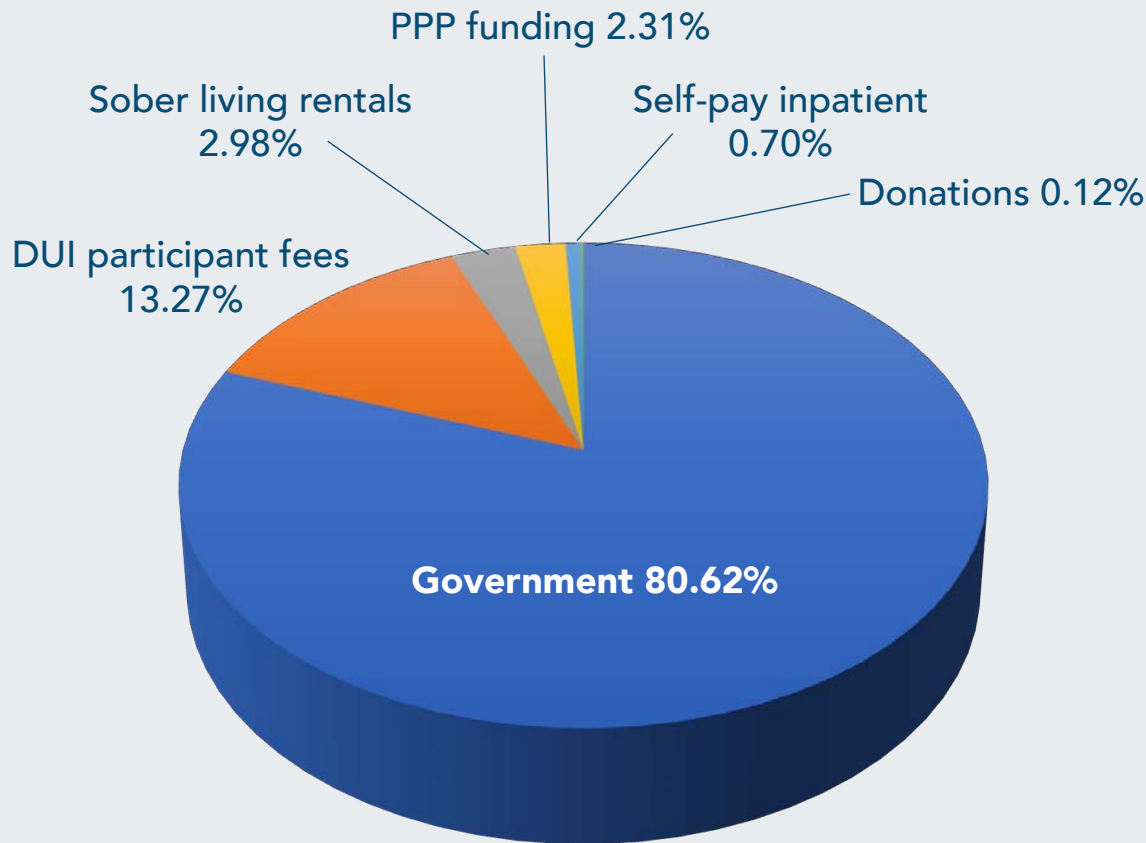
Bi-Bett has an incredible history of service to the community, and with your support, we will be around for decades to come.

52
*years of dedicated
service to the
community*



We are dedicated to stewarding our resources in order for your investment and our clients to thrive.

% of government funding vs donations vs paid services



% increased assets **13%**



% increased support & revenue **9.8%**



Direct vs indirect costs

84.3%



Direct program resources

15.7%



Indirect costs

Financial data for this report is pulled from the July 1, 2019 - June 30, 2020 fiscal year.

Thank you to our staff and partners for helping ensure that Bay Area residents get the quality addiction treatment they deserve.

Our incredible funders:

**Alameda County Behavioral Health Department
Contra Costa AODS Department
The Partnership Health Plan
Kaiser Permanente
The Center at Sierra Health Foundation
The Veteran's Administration**

This social impact report was made possible by these team members. Thank you, team!

Damon Fischer, Director of Residential and Detox Programs
Debra Scheunemann, Program Coordinator of Recovery Connection
Shanna Boulden, Associate Director of Outpatient Treatment Manager
Victor Salinas, Interim Director of DUI Programs
Travis Mozeke, DUI Programs Coordinator
Cathy Rodriguez, Director of Property Operations
Stephanie Orlando, Perinatal Program Coordinator
Joseph Ferdin, Program Coordinator - Detox
Chris Murray, Residential Treatment Program Coordinator

A special thanks to the California Association of DUI Treatment Providers (CADTP) for their guidance and support navigating the impacts to the DUI system statewide during the pandemic.

And, of course, we would like to thank all Bi-Bett team members for their tireless work and dedication to our mission over this last year.



Mask created by Shamia patient showing the difference between a life of sobriety vs addiction

Susan's Legacy



We want to take this opportunity to honor former executive director, Susan Cinelli, who passed away suddenly in 2019. She served Bi-Bett faithfully for many years, and her loss has been deeply felt by our community. Susan's steadfast efforts and leadership allowed us to provide life-changing treatment to tens of thousands of individuals that have transformed their families and our community.

It was Susan's wish to continue serving Bi-Bett after she was gone, and her sister, Marianne, has continued her legacy through a donation. This generous gift will improve and upgrade several program buildings, including the Ozanam Center for women. Not only through this donation, but through all of those who knew her. Susan will remain an important part of Bi-Bett, and our history is richer because of her.



We will continue to provide quality, patient-centered and affordable treatment services to individuals, families and communities suffering from substance use disorders.

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