**Step by Step Support, LLC**
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**709.22(c) Annual Report – Fiscal Year 2025**

The fiscal year 2025 from January 1, 2025, through December 31, 2025, was a period of growth for Step-By-Step Support, LLC (SBSS) as an organization. SBSS continues to maintain a robust client base.

Step By Step Support, LLC continues to gain stabilization in terms of core staff members providing service. Susan Rua, CADC, MSPC, LPC leads the organization with vision and commitment. Two key staff members, Pamela Birr, BA (Counselor) and Victoria Akiode, BSW, MSc (Counselor) continue to provide services and manage their caseloads with professionalism and expertise. SBSS continues to provide a doctor to oversee medications for mental health and substance use disorders. SBSS is always looking for licensed and/or experienced mental health professionals to augment our team. SBSS has provided valuable internship opportunities to several students from the region who are majoring in psychology, behavioral health, social work, drug and alcohol counseling and a host of other disciplines. The Intensive Outpatient Program which was added in 2024 at 20 Bailey Avenue continues to grow and we have seen many clients benefit from this very important peer to peer aspect of the recovery process. I.O.P. is held Tuesday, Wednesday and Thursday from 10am to 1pm, providing 9 hours of IOP groups weekly.

In the year 2025, Step By Step Support acquired a Better Business Bureau Accreditation with an A+ rating; proving our continued efforts to provide premium services to our community.

As an outpatient provider, SBSS is unique because of its relationship with New Beginnings Transitional Living Foundation (NBTLF), a nonprofit tax-exempt organization that provides the very best in professional, safe, and supportive housing for people recovering from substance use disorders and mental health disorders. In the current fiscal year, from January 1, 2025 - December 31, 2025, NBTLF has continued licensure as a recovery housing program. Although SBSS and NBTLF are separate entities, we have a symbiotic relationship that provides clients, families, and the communities we serve with a multitude of recovery and treatment supports.

Sincerely,

CADC MSPC LPC

Susan A. Rua, CADC, MSPC, LPC

Principal Shareholder

**Posted at Facility 1/29/26**
**Uploaded to website 1/29/26**