



Wheeler
Innovative Care. Positive Change.



2017 ANNUAL REPORT

OUR VISION

All people will have the opportunity to grow, change and live healthier, productive lives.

OUR MISSION

Wheeler provides equitable access to innovative care that improves health, recovery and growth at all stages of life.

PRESIDENT AND BOARD CHAIR LETTER

Wheeler's transformation to an integrated system of health care accelerated in 2017. Our federally qualified health centers represent the future of the organization and health care; integrated settings with a full range of services across the lifespan. Health care is changing, and Wheeler is leading the way with data-informed best practices that produce higher patient satisfaction, lower costs, more accessibility, and better outcomes for everyone, across our continuum of care.

The opioid crisis in our neighborhoods and nation demands leadership; Wheeler is at the forefront there as well. We focus on recovery, through peer supports, innovative partnerships with public and commercial funders, immediate access to medication-assisted treatments, and outpatient and community-based therapies for addiction, as well as increasing the accessibility of lifesaving emergency overdose reversal drugs such as Narcan for patients and their loved ones. We continue raising awareness that evidence-based treatment for addiction is effective and accessible, and recovery is always possible.

This year, Wheeler grew and evolved in many other ways:

- Our partnership with the Mott Corporation is an innovative model of philanthropy. They support the individuals we serve in countless ways and work side-by-side with us in our communities, offering support, passion and time.
- Our investment in a flagship Family Health & Wellness Center, set to open on Woodland Street in Hartford in late 2017, provides accessible, whole-person care for medically underserved communities across the capitol region.
- Our staff is highlighted for their innovation and excellence, from the White House to local civic organizations, and with recognition from national model developers and funders for outstanding outcomes and adherence to the highest quality standards.

Wheeler's funders, donors, staff, volunteers and partners sustain this progress and ensure that health, recovery and growth is achievable. We thank you for your shared vision and for your commitment to our mission. We will draw on both in 2018 as we celebrate a tremendous milestone, Wheeler's 50th anniversary. We are partners with you in a journey toward a healthier tomorrow for us all.



Susan Walkama, LCSW
President & Chief Executive Officer



Christine Skelly
Chair, Board of Trustees

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HIGHLIGHTS & ACCOMPLISHMENTS

We work collaboratively with individuals, organizations, and systems across Connecticut to enhance and deliver high-quality programs and services that support whole-person health.



QUALITY, WHOLE-PERSON HEALTH CARE

- Became the only Connecticut provider that has attained The Joint Commission's Gold Seal of Approval® for four distinct Accreditations and/or Certifications, including Behavioral Health Accreditation, Behavioral Health Home Certification, Ambulatory Health Care Accreditation, and Primary Care Medical Home Certification.
- Multiple Wheeler teams among the Top 12 Multidimensional Family Therapy (MDFT) programs in the country for the best clinical outcomes in 2016, as determined by the national model developers.

EXPANDED SERVICES FOR MEDICALLY UNDERSERVED AND VULNERABLE INDIVIDUALS AND FAMILIES

- Expanded care facilitation and care management for adults with complex health care needs and behavioral health concerns to improve their overall health outcomes and promote wellness.
- Launched the first Multisystemic Family Therapy Intimate Partner Violence team in the country, to support all members of families experiencing domestic violence.
- Launched Ryan White HIV/AIDS Medical Case Management Services through Wheeler's Health & Wellness Centers in Hartford, New Britain and Bristol.
- Expanded recovery continuum for commercially insured patients to enhance access to in-home substance abuse treatment services for young adults and substance abuse care facilitation to ensure stability in recovery.
- Expanded trauma-informed behavioral health services and access to primary care for youth through a unique partnership with Bristol Public Schools.
- Collaborated with Mott Corporation to provide health outreach and education to residents of Greater New Britain and Bristol.



COMMUNITY CRISIS, COMMUNITY LEADERSHIP— THE OPIOID EPIDEMIC

- Expanded immediate access to medication-assisted treatment (MAT) for opioid use disorder, ensuring an integrated approach to care that includes behavioral health counseling, specialized MAT nurse care management and peer recovery supports.
- Ensured access to lifesaving emergency overdose reversal drugs and devices, including Narcan®, for patients and their loved ones.
- Engaged communities across Connecticut in conversation and raised awareness of the opioid crisis through media, social, and community channels, including televised and live events, and community panel discussions about opioids and paths to recovery.
- Collaborated with the Connecticut Department of Mental Health and Addiction Services (DMHAS) on the Connecticut Remembrance Quilt, a statewide effort to honor the lives lost to addiction.



A TEAM FOCUSED ON EXCELLENCE

For the fifth consecutive year, Wheeler was named a Hartford Courant Top Workplace in 2017. Wheeler staff also presented their work at the White House and at conferences across the country, served on industry panels, participated in special forums on the opioid crisis, were featured in a number of local and national media stories, and received notable recognition from industry peers and community organizations.

CELEBRATING WHEELER'S 50TH IN 2018

Throughout our 50th anniversary year in 2018, we'll share stories about the many organizations and individuals—from board members and donors, to stakeholders and community partners—who have made a difference in Wheeler's history, evolution and care. We'll also share stories about consumers whose health, recovery and growth were made possible through their connection with Wheeler. What does Wheeler mean to you? We want to hear your story. **Visit WheelerClinic.org/50 to learn more.**



THE IMPACT OF PHILANTHROPY

Our donors, funders and volunteers make a measurable difference in helping Wheeler encourage health, recovery and growth for individuals and families at all stages of life.



32ND ANNUAL WHEELER GOLF CLASSIC

Wheeler hosted the 32nd Annual Golf Classic at The Country Club of Farmington to help expand access to our Health & Wellness Centers, which provide critically needed primary, behavioral health, and dental care services for families living in poverty and other vulnerable members of our community. The event has raised more than \$1.1 million over its lifetime.



Wheeler's Hands & Hearts reception honors individuals, families, corporations and foundations for their outstanding support of Wheeler's mission to provide equitable access to innovative care that improves health, recovery and growth at all stages of life. This year, six individuals and local organizations were recognized, including The Honorable Whit Betts (R-78), Cathryn Addy, Ph.D., president of Tunxis Community College; OneDigital Health and Benefits, O'Shea Getz, P.C., Gnazzo's Food Center, and The Country Club of Farmington.

SUPPORTING HEALTH, RECOVERY AND GROWTH

Wheeler's donors support our work in reducing health disparities and ensuring accessible, high-quality care through their philanthropy. Special thanks to:

- Barnes Group Foundation
- Bradley Henry Barnes & Leila Upson Barnes Memorial Trust at the Main Street Community Foundation
- Ensworth Charitable Foundation
- Maximilian E. and Marion O. Hoffman Foundation, Inc.
- Howey Family Fund of the Community Foundation of Greater New Britain
- Dennis Keenan Fund at the Main Street Community Foundation
- Susan G. Komen® New England
- F. Peter and Mary Fran Libassi
- Mott Corporation
- Doris Nims (Estate of)
- John Noxon 'Nox' and Cherry Howard Fund of the Community Foundation of Greater New Britain
- Pratt & Whitney
- Red Sox Foundation
- United Way of West Central Connecticut
- Women and Girls' Fund at the Main Street Community Foundation

A HEALTHY PARTNERSHIP

In 2016, Mott made a commitment to Wheeler to support a pilot community health worker program that allowed Wheeler to add a full-time community health worker dedicated to engaging Central Connecticut families in culturally and linguistically responsive health care services. Mott employees also volunteer as Health Ambassadors for Wheeler at community-based health outreach activities, including recovery walks, neighborhood health and wellness fairs and events, and community conversations about addiction, mental health and recovery. Mott's support continues in fiscal year 2018.

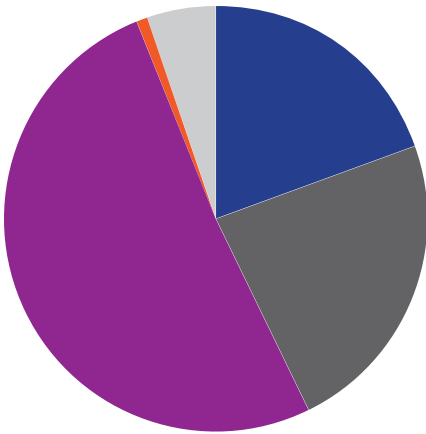


BY THE NUMBERS

Sound, transparent business practices ensure Wheeler's ongoing financial health and allow for investment in new program development.

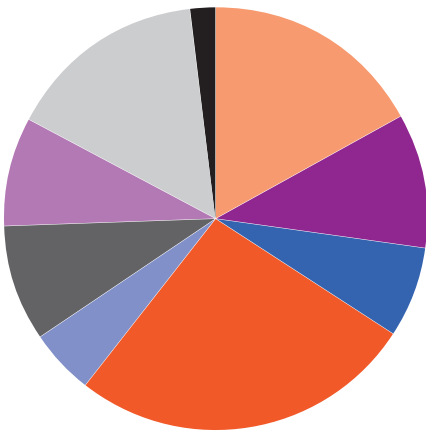
TOTAL FY17 REVENUE

76,063,211



Tuition	19.7%
Fees	23.1%
State Grants	51.2%
Community Contributions, United Way	0.9%
Investment Income	5.1%

SERVICE TYPES AS SHARE OF ACTUAL EXPENSES 16-17



Special Education	17.0%
Children's Residential and Foster Care	10.4%
Outpatient and Intensive Adult Services	6.8%
Outpatient and Intensive In-Home Children's Services	26.5%
Emergency Services	4.9%
Training, Prevention, Early Childhood Services	9.0%
Health & Wellness	8.3%
Management and Support	15.4%
Facilities and Administration	1.7%

23,247

individuals and families across Connecticut received direct care in FY 2017.

3,628

people received intervention and support in a time of crisis.

8,221

children, adolescents and adults received mental health, substance abuse and other outpatient recovery services.

93%

of students who attended Northwest Village School for two consecutive years advanced to the next grade.

There were

25,782

calls to Wheeler's HelpLine.

90%

Wheeler served individuals from more than 90% of Connecticut's cities and towns.

3,791

Wheeler, the largest provider of Mobile Crisis Intervention Services in the state, serving youth in crisis and providing 3,791 episodes of care.

4,597

Wheeler's Health & Wellness Centers in Bristol, New Britain and Hartford served 4,597 patients in FY 2016, up from 1,111 in FY 2015.

95%

of consumers said their service provider is responsive to their questions and concerns.

92%

of students served by Wheeler's in-district education services remained in their local school.

1,746

court-involved adults received education, training and employment support through Wheeler's community justice programs.

66%

of adult patients at Wheeler's Health & Wellness Center received follow-up planning to encourage health lifestyle and weight.