



**2019** ANNUAL REPORT



HEALTH. RECOVERY. GROWTH.

## MESSAGE FROM OUR PRESIDENT AND BOARD CHAIR

### **It is a year of growth, focus, and transition at Wheeler.**

In our more than 110 programs, across three-dozen locations, serving more than 90 percent of the state's cities and towns, we expanded our scope and ensured that we're providing truly integrated and whole-person health care for everyone we serve, every day.

We opened our fourth community health center, in Waterbury, meeting a dramatic community need in the midst of an opioid crisis unlike any we've seen in our lifetimes. We expanded access to life-saving addiction services in Waterbury and in every one of our communities, as we know this crisis affects every city and town, and every demographic, across our state.

Throughout our entire continuum of care, you can see progress. In all of our Family Health & Wellness Centers, we're now offering a broader range of services to address whole-person needs, from nutrition to alternative approaches to pain, and much more. In our education services, we're expanding in-district partnerships to meet the needs of educators, families, and students. In our community-based programs, we've added new initiatives to support young children, adolescents, adults, and families in a wide range of topics. In the national spotlight, Wheeler is routinely recognized as a leader in shaping the future of health care.

As we both individually transition to new chapters, we look back at all we accomplished with a sense of pride knowing there is a focused purpose ahead for Wheeler through our Board of Trustees, our excellent staff, and friends like you, who ensure the future is bright.

We've been honored to work alongside you in our shared vision, and thank you for your commitment to our mission.



Susan Walkama, LCSW  
*President and Chief Executive Officer, 2007–2019*



Christine Skelly  
*Outgoing Chair, Board of Trustees, 2019*



### **CELEBRATING A LEGACY**

Susan Walkama, LCSW, who transformed Wheeler Clinic into a leading statewide provider of integrated health care services, retired on November 1, 2019 after nearly four decades of service, including more than a dozen years as President and CEO.

“Susan has been an exceptional leader through unprecedented change,” said outgoing Board of Trustees Chair Christine Skelly. “She did not chase trends, but led Wheeler to the cutting edge and lit a path for everyone to follow.”

For more information, or to honor Walkama through a tribute or gift, visit [WheelerClinic.org/Walkama](https://www.WheelerClinic.org/Walkama)



## A NEW CHAPTER AT WHEELER

Sabrina Trocchi, PhD, MPA, was appointed president and chief executive officer of Wheeler Clinic effective November 2, 2019, the Board of Trustees announced in October. The Board conducted a thorough confidential search process throughout the summer.

Dr. Trocchi previously served as Wheeler's chief operating officer, overseeing a systemic approach to development and execution of organizational strategy, along with a wide range of community-based and in-home services, grants development, and quality operations.

## 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.

## 2018-2019 BOARD OF TRUSTEES

### OFFICERS

Christine Skelly, *Chair*  
James Moylan, *Vice Chair*  
Pierre Richard, *Treasurer*  
Richard E. Cartland, *Secretary*

### MEMBERS

Marian Acker	Mary C. Rodier, CPA
Melissa Barton	Christine Skelly
Richard E. Cartland	Zeena Tawfik, PhD
Mary R. Connolly	Gary Thomas
David Hamelin	Rachel Tressy
Charles J. Herbert, CFP	Francis Vincent
Joanne León, PhD, LCSW	Patricia Washington-Rice, MPA
James Moylan	Hyekyung Yang, PhD
Brian O'Donnell, JD	Susan Walkama, LCSW
Pierre Richard	

# YEAR IN REVIEW

## CARING FOR MEDICALLY UNDERSERVED POPULATIONS

- Opened a new community health center at 100 Jefferson Square, Waterbury, to meet the whole-health needs of individuals in the Greater Waterbury area.
- Expanded programs and services at the Wheeler Family Health & Wellness Center at 43 Woodland Street, Hartford.
  - Launched nutrition education and counseling services, including a Toddler Nutrition Program, made possible with support from the Corsini and Brantner Families.
  - Provided fresh vegetables through the Fresh Access Program, supported by Holcomb Farm and the Hartford Foundation for Public Giving.
  - Introduced no-drill dentistry, a non-surgical alternative.
  - Opened an on-site Genoa Healthcare full-service pharmacy to provide additional convenience to patients.
  - Met the oral health needs of children and families with a second year of funding from the Delta Dental of New Jersey Foundation, Inc.
- Broadened women's health services to include reproductive health and childbirth services, annual exams, counseling, and linkages to other services.
- Expanded early childhood services and became the first in Connecticut to implement the HealthySteps program for children birth through five, part of a SAMHSA-supported \$2.5-million grant to address Neonatal Abstinence Syndrome and mental illness.
- Planned and implemented structural improvements through a State Nonprofit Grant of \$465,000 .
- Expanded services at Wheeler's Family Health & Wellness Center, Bristol, to include primary care, behavioral health, and addiction treatment services in two locations: 10 and 225 North Main Street.
- Provided nutrition education, counseling services, and supports to patients at the Family Health & Wellness Center in New Britain through a grant from the A.W. Stanley Discretionary Fund at the Community Foundation of Greater New Britain.

## LEADING THE WAY IN ADDICTION SERVICES, HEALTH PROMOTION

- Launched the Youth and Family TREE program to expand and enhance care for transitional-aged youth with substance use disorders in Hartford, supported by a five-year, \$2.7-million federal grant from SAMHSA.
- Led statewide National Prevention Week initiatives to include a forum on "The Physiology of Addiction."
- Significantly expanded in-home services for youth with substance use issues, oppositional behaviors, and family conflict in Greater Waterbury, Danbury, Torrington, and Greater New Haven, with support from DCF.
- Served parents and caregivers with substance use concerns in Greater Hartford, Meriden, and Manchester through the SAFE Recovery Program, funded by DCF.
- Provided opioid recovery support services in collaboration with the City of Bristol through a \$150,000 grant from the Department of Mental Health and Addiction Services (DMHAS).
- Hosted community quilting events, as part of the Department of Mental Health and Addiction Services Remembrance Quilt Project, to honor the memory of those lost to substance use disorders.
- Launched a multi-faceted online and outdoor campaign to raise awareness for problem gambling and Wheeler's Better Choice Gambling Treatment Program.

## RECOGNIZED FOR EXCELLENCE

- Uniquely earned four accreditations and certifications from The Joint Commission, the only community health center in Connecticut with both primary care medical and behavioral health home certifications, and only one of five nationwide with a unique combination of accreditations and certifications.
- Received \$122,000 in federal awards for quality care, including special recognition as the only health center in Connecticut ranked in the top two percent of all centers nationally that improved quality of care between 2017 and 2018 in one or more measures that promote behavioral health, diabetes health, and heart health.
- Featured in a 2019 *US News & World Report* story, "Mobile Help for Mental Health."
- Honored as a Platinum-level, award-winning "Healthy Workplace" by the Business Council of Fairfield County.

## EXPANDING SERVICES TO MEET NEED

- Trained hundreds of public safety professionals in Mental Health First Aid® through a \$375,000 federal SAMSHA grant.
- Expanded Collaborative Learning Programs to the Southington school district, providing in-district support to students struggling in traditional academic settings.
- Assisted and treated survivors of Hurricane Maria with support from a one-year federal grant from SAMHSA.
- Shared behavioral health information and resources with hundreds of Southington residents through the Southington Health Outreach Project, funded by The Main Street Community Foundation.
- Awarded funding from DCF to launch a program that helps young adults in the foster care system transition to adulthood.
- Launched the Collaboration for Community Health program with the Hispanic Health Council to increase access to health care for underserved behavioral health patients at risk for chronic health conditions. A \$225,000 grant from the Hartford Foundation for Public Giving supports this effort.

# THE IMPACT OF PHILANTHROPY



## 34<sup>TH</sup> ANNUAL WHEELER GOLF CLASSIC

Wheeler's 34<sup>th</sup> Annual Golf Classic, presented by Mutual of America, raised nearly \$60,000 and crossed the \$1.2-million fundraising mark since its inception in 1986.

This year, proceeds support Wheeler's community health centers in Hartford, New Britain, Bristol, and Waterbury, as well as the organization's Basic Needs Fund, which addresses a range of environmental and social factors that interfere with a patient's health and well-being and improves outcomes. The Basic Needs Fund tackles issues such as food insecurity and access to healthy options, transportation, childcare, healthy physical environments, and more.

## HANDS AND HEARTS

Twelve organizations and individuals received awards at Wheeler's ninth annual Hands & Hearts reception in May. The event honored individuals, families, corporations, and foundations for their outstanding support of Wheeler's mission. The 2019 honorees include State Representative Catherine Abercrombie (D-83); Claire Holden and Aline Towne; Mutual of America; People's United Bank; and Jane Tedder, Ed.D. Special awards for 10 years of board service were presented to Jake Biscoglio, Richard E. Cartland, William D. Gombatz, Christine Skelly, Gary Thomas, and William J. Torres.



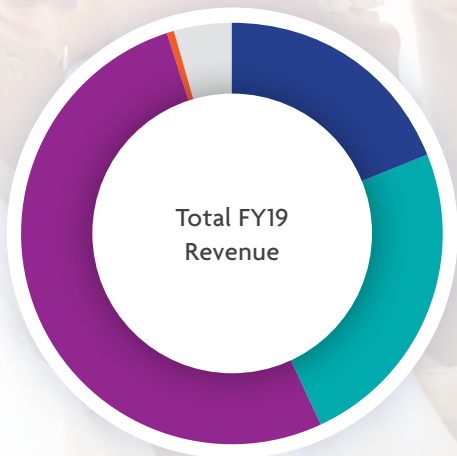
## SUPPORTING HEALTH, RECOVERY, AND GROWTH

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
- Lori Ann and David Brantner Charitable Fund
- The Corsini Family
- Delta Dental of New Jersey Foundation
- Hartford Foundation for Public Giving
- Holcomb Farm
- Howey Family Fund of the Community Foundation of Greater New Britain
- Dennis Keenan Fund at the Main Street Community Foundation
- F. Peter and Mary Fran Libassi
- The Brian and Marilyn Lindsay Foundation
- Loureiro Engineering Associates, Inc.
- Mott Corporation
- Mutual of America
- Newman's Own Foundation
- John Noxon "Nox" and Cherry Howard Fund at the Community Foundation of Greater New Britain
- People's United Bank
- Red Sox Foundation
- Jane Tedder, Ed.D.
- United Way of West Central Connecticut

## BY THE NUMBERS

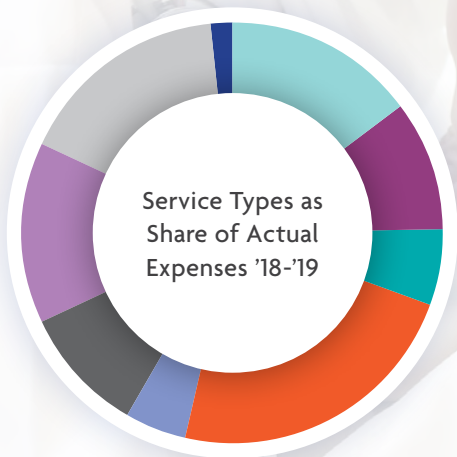
Sound, transparent business practices ensure Wheeler's ongoing financial health and allow for investment in new program development.



Total

**\$76,944,619**

Tuition	19.1%
Fees	24.2%
State Grants	51.9%
Community Contributions, United Way	0.7%
Investment Income	4.2%



Service Type as Share

Special Education	14.8%
Children's Residential and Foster Care	10.0%
Outpatient and Intensive Adult Services	5.9%
Outpatient and Intensive In-Home Children's Services	23.0%
Emergency Services	4.9%
Training, Prevention, Early Childhood Services	9.5%
Health & Wellness	14.1%
Management and Support	16.3%
Facilities and Administration	1.5%

Figures unaudited.

**25,071**

individuals and families across Connecticut received direct care in FY 2019.

**13,038**

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

**1,222**

adults and children received intensive in-home services.

**528+**

consumers at our community health center in Hartford received fresh vegetables through our Holcomb Farm Fresh Access Program.

**707**

families received strengths-based services and support through Wheeler's Community Support for Families program.

**632**

nutrition visits, follow-ups, and patient interactions through Wheeler's Hartford community health center.

**1,669**

referrals to Wheeler's Alternative in the Community services across five locations.

**563**

young children were served directly through Wheeler's early childhood programs.

**4,195**

Wheeler is the largest provider of Mobile Crisis Intervention Services in the state, serving youth in crisis and providing 4,195 episodes of care, well over a three percent increase from FY 2018 and a more than 10 percent increase from FY 2017.

**95%**

of outpatient, community justice, and in-home behavioral health consumers said that Wheeler's services met their needs.

**239,530**

individuals impacted by Connecticut Clearinghouse services.

**29,835**

inquiries to Wheeler's Access Line pertaining to substance use, treatment, and support were answered.



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**LICENSURE AND ACCREDITATION**

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The Joint Commission