



# HEALTH. RECOVERY. GROWTH

2020  
ANNUAL REPORT



**Wheeler**

Innovative Care. Positive Change.

## MESSAGE FROM OUR PRESIDENT AND BOARD CHAIR

### REDUCING HEALTH DISPARITIES, ELIMINATING RACIAL INJUSTICE, AND DELIVERING ACCESSIBLE CARE.

A year ago, none of us could have foreseen the striking challenges ahead for our communities and the individuals and families we serve. At Wheeler, the COVID-19 pandemic and national unrest brought our organizational priorities directly to the forefront, most notably the unequivocal need to eliminate inequality and ensure that our most vulnerable populations across Connecticut have access to essential behavioral health and primary care. We remain steadfast in our commitment to delivering high-quality services, and we are relentlessly determined to remove barriers that interfere with access.

At the start of the crisis, our health teams moved almost entirely to telemedicine, safely and effectively. Our behavioral health, community-based services, and education teams delivered inspired, compassionate academic instruction and innovative therapeutic activities for children and families.

Prior to—and amid—the challenges of 2020, we experienced notable growth across Wheeler, particularly in integrated care delivery. We moved to an expanded health center facility in Waterbury, addressing pressing issues in this community through addiction treatment, primary care, and behavioral health services across the lifespan. We implemented a model of care that blends primary care and behavioral health services at our community health center in Hartford, where our teams work side-by-side to meet the whole-health needs of patients. We launched a

program to serve young adults transitioning from the foster care system. As this publication goes to print, we are transforming our clinical site at 91 Northwest Drive in Plainville to a federally qualified health center—our fifth community health center—joining others in Bristol, Hartford, New Britain, and Waterbury.

The expansion of our programs and services is driven by a rigorous approach, which has earned us recognition as a leading provider statewide and nationally. Most recently, we were acknowledged by the federal Health Resources and Services Administration (HRSA) as one of only two community health centers in Connecticut that met or exceeded goals for reducing health disparities across different racial and ethnic groups.

As we consider all that we have accomplished, we know that our work would not be possible without assistance from our donors and friends like you.

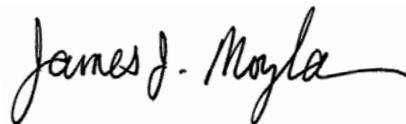
As we move ahead, the future looks hopeful, and our purpose is clear. We will continue the fight to eliminate health, racial, economic, and social disparities so that individuals and families can access care and discover opportunities to live healthier, more productive lives.

Thank you for embracing our vision and supporting our mission. Health, recovery, and growth are possible because of you.



*Sabrina Trocchi, PhD, MPA*

Sabrina Trocchi, PhD, MPA  
*President and Chief Executive Officer*



James Moylan  
*Chair, Board of Trustees, 2020*

## 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.

## 2019-2020 BOARD OF TRUSTEES

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*(Retired from Wheeler and left board in October 2019).*

Dennis Williams, MBA

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## 91 Northwest Drive Site Becomes Fifth Community Health Center

*Location was the original site of the mental health outpatient clinic since 1972.*

Wheeler is transforming the services at its original behavioral health clinic location at 91 Northwest Drive, Plainville, to offer fully integrated primary and behavioral health care in one location.

The new Plainville Family Health & Wellness Center joins Wheeler's four other community health centers in Bristol, Hartford, New Britain, and Waterbury—and more than 1,300 other federally qualified health centers across the country—as a frontline network of whole-person health care that keeps nearly 30 million Americans well.

## Coming in 2021!

Patient-centered, fully integrated health care, coordinated referrals to specialty care, and services to meet patient needs and advance individual and population health outcomes crucial to the Plainville community. In addition, an expanded Family Health & Wellness Center will open in New Britain to include pediatric and children's behavioral health services.

## CHAMPIONS OF HEALTH, RECOVERY, AND GROWTH

Donor support is essential to our ability to deliver whole-person, accessible care and reduce health disparities. We are especially grateful to:

American Savings Foundation

Barnes Group Foundation

Bradley Henry Barnes & Leila Upson

Barnes Memorial Trust at the Main Street  
Community Foundation

Tom & Melanie Barnes Fund of the Main  
Street Community Foundation

Lori Ann and David Brantner Charitable Fund

Delta Dental of New Jersey Foundation

Direct Relief Fund for Community Health

Hartford Foundation for Public Giving

Holcomb Farm

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.

Jacqueline and David Mott

Mott Corporation

Mutual of America

John Noxon "Nox" and Cherry Howard Fund  
at the Community Foundation of Greater  
New Britain

People's United Bank

A. W. Stanley Discretionary Fund at the  
Community Foundation of Greater New  
Britain

Jane and Dick Tedder

Laurie and Bill Torres

Sabrina and Rick Trocchi

United Way of West Central Connecticut

Susan and Kenneth Walkama

## YEAR IN REVIEW

### NAVIGATING CRISIS, SERVING COMMUNITIES

- Shifted majority of behavioral health and other services to telehealth delivery in response to the COVID-19 crisis.
- Delivered a robust array of virtual instruction and learning to Northwest Village School students in the spring and summer of 2020.
- Launched company-wide Diversity and Inclusion initiative as part of Wheeler's fight against racial injustice.
- Purchased personal protective equipment (PPE) and provided a safe environment of care at our four community health centers, thanks to a \$50,000 grant from Direct Relief, in partnership with the National Association of Community Health Centers.

### EXPANDING CARE, MEETING NEED

- Started transformation of 91 Northwest Drive, Plainville, as Wheeler's fifth federally qualified health center.
- Opened and expanded community health care facility at 855 Lakewood Road, Waterbury.
  - Launched array of primary care and behavioral health services, including expansion of pediatric and child behavioral health and medication-assisted treatment (MAT) for addiction.
  - Opened on-site Genoa Healthcare full-service pharmacy and Quest Diagnostics laboratory services to provide additional convenience to patients.
  - Expanded access to the life-saving medication naloxone, NARCAN®, for individuals who otherwise would not have access, thanks to a grant from American Savings Foundation.
- Expanded integrated care and services at Hartford community health center location.
  - Launched model of care to further integrate primary care and behavioral health services.
  - Introduced Saturday hours to better serve Greater Hartford residents.
  - Increased accessibility and safety at this facility, thanks to a grant from the State of Connecticut Nonprofit Grant Program.
- Launched program to help young adults transition from the foster care system to life as an independent adult, with funding from the Connecticut Department of Children and Families.
- Expanded school-based behavioral health services in all 12 Bristol Public Schools.

### FORGING PARTNERSHIPS, CHANGING LIVES

- Expanded access to fresh produce for patients at Wheeler's four community health centers, thanks to a \$12,000 commitment from Wheeler through private donations and a \$12,000 matching gift from The Friends of Holcomb Farm through their Fresh Access Program.
- Worked closely with Health Ambassadors from Mott Corporation on events and projects to meet community need.

### EXCEEDING BENCHMARKS, REACHING GOALS

- Received federal grant awards from the U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA) for reducing disparities in health care and improving quality and access. Recognized by HRSA as only one of two community health centers in Connecticut that met or exceeded goals for reducing health disparities across different racial and ethnic groups between 2018 and 2019.
- Honored as a Platinum-level, award-winning "Healthy Workplace" for the second consecutive year by the Business Council of Fairfield County.
- Recognized as a 2020 Top Workplace, Wheeler's seventh recognition. Wheeler's President and Chief Executive Officer, Sabrina Trocchi, also received a special designation for Leadership in the Large Employer category.



Community leaders, donors, friends, and staff gathered online for a virtual building dedication on June 25, 2020, in honor of former Wheeler President and Chief Executive Officer,

Susan Walkama, LCSW. The primary five-story building at Wheeler's flagship community health center in Hartford was renamed the "Susan Walkama Family Health & Wellness Center."

Ms. Walkama retired on November 1, 2019 after nearly 40 years at Wheeler, including more than a dozen as president and CEO, a time during which she dramatically transformed Wheeler, driving the organization to become a federally qualified health center and refocusing care on the integration of all health care services.



# THE IMPACT OF PHILANTHROPY

Your generosity and support help us to continue to encourage health, recovery, and growth in the lives of the individuals and families we serve, especially during this difficult time.

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

Postponed to fall because of the pandemic, Wheeler's 35th Annual Golf Classic, presented by Mutual of America Financial Group at the Country Club of Farmington, raised \$45,000 to support Wheeler's Basic Needs Fund and patients at our community health centers.



## BASIC NEEDS FUND

Many individuals and families across Connecticut have struggled to meet their own basic needs, particularly over the last year. Wheeler was able to help through its Basic Needs Fund, which addresses environmental conditions that might lead to poor health outcomes.

This fund is supported through private giving, from direct gifts, to proceeds from the Wheeler Golf Classic, and the generosity of partners like Mott Corporation, whose team helped stuff 1,000 bags of personal care items for patients in need, just prior to the pandemic. Additionally, in preparation for the school season, this fund supported the assembly and distribution of student backpacks filled with supplies, including face masks and hand sanitizers, for children who visited Wheeler's Family Health & Wellness Centers in Bristol, Hartford, and Waterbury.

### Your Support for the Basic Needs Fund Matters, Especially Now

*"The mom is still dealing with COVID. She started crying when I told her we could help her family through the Basic Needs Fund. Please thank whoever provided this for them. It's a big deal."*

An individual struggling with addiction was offered a construction job but could not afford the work boots required. Through your support of the Basic Needs Fund, we helped this person gear up for the first day of work.



Read more stories at:  
[WheelerClinic.org/basicneeds](https://WheelerClinic.org/basicneeds)

## HONORING LIVES AND LEGACIES THROUGH FUNDING, NUTRITION PROGRAMMING

Wheeler honored the life of late, former long-time board member Raymond Corsini through programming that reflects his passion for cooking, healthy food, and approaches to sustainability. A generous donation from the Corsini and Brantner Families and a matching gift campaign in 2019 in honor of former Wheeler President and CEO Susan Walkama, LCSW, which was spurred on by an anonymous \$25,000 matching gift challenge, raised more than \$60,000 for nutrition programming, which currently is offered through lively demonstrations and discussions on Facebook Live, telemedicine, and in-person appointments.



## ADDICTION SERVICES SAVING LIVES

Residents in the Waterbury region have easier access to a lifesaving medication used to reverse overdoses, thanks to the American Savings Foundation, which awarded Wheeler a \$2,000 grant to purchase and provide naloxone (NARCAN®). This grant is matched with support from The Brian and Marilyn Lindsay Foundation. The medication is available through Wheeler's Waterbury community health center.



## PROVIDING SAFE ENVIRONMENTS FOR PATIENTS, STAFF

Wheeler's community health center personnel and patients are delivering care in a safe environment amid COVID-19 with help from a \$50,000 grant from Direct Relief, in partnership with the National Association of Community Health Centers. The funding supported the purchase of personal protective equipment (PPE).

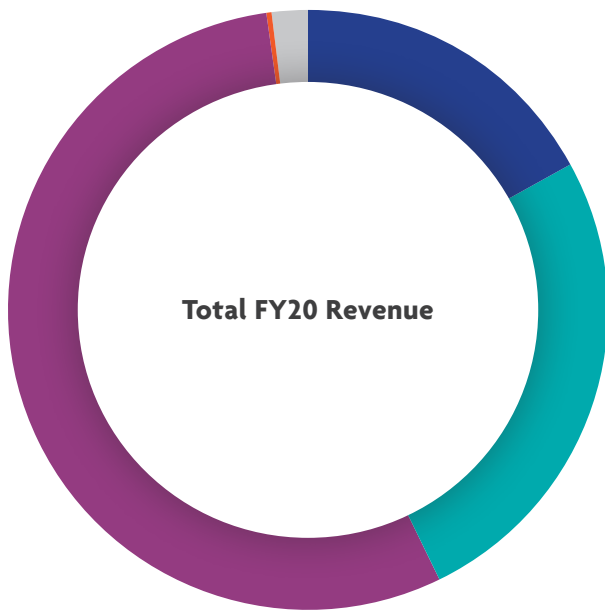


## BY THE NUMBERS

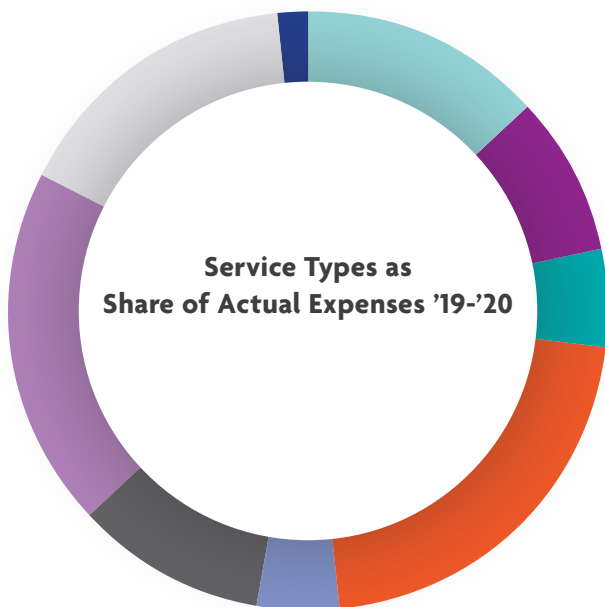
Sound, transparent business practices ensure Wheeler's ongoing financial health and allow for investment in new program development.

Total

# \$77,443,391



Tuition	17%
Fees	26%
State Grants	54.8%
Community Contributions, United Way	0.5%
Investment Income	1.7%



Special Education	13.3%
Children's Residential and Foster Care	8.6%
Outpatient and Intensive Adult Services	5.1%
Outpatient and Intensive In-Home Children's Services	21.6%
Emergency Services	4.4%
Training, Prevention, Early Childhood Services	10.2%
Health & Wellness	19.4%
Management and Support	15.9%
Facilities and Administration	1.5%

# 24,713

total number of patients served through primary care, behavioral health, and other direct care.

And

# 28,803

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

Additionally

# 120,013

individuals impacted by prevention, education, early intervention, recovery, and wellness services at the Connecticut Clearinghouse.

# 13,842

Change the Script statewide campaign materials, funded by the Department of Mental Health and Addiction Services, were disseminated statewide.

# 723

bags of fresh produce were distributed to individuals and families through Wheeler's Hartford community health center through the Holcomb Farm Fresh Access Program.

# 1,008

nutrition visits, follow-ups, and patient interactions happened through Wheeler's Hartford and New Britain community health centers.

# 96%

of patients at Wheeler's Family Health & Wellness Center felt the services they received were helpful.

# 88%

of patients at Wheeler's Family Health & Wellness Center felt their provider was sensitive to and respected their gender.

# 87%

of Northwest Village School high school and transition team students met or exceeded their literacy goals between fall 2019 and January 2020.

# 85%+

of graduating Northwest Village School students met goals for independent living, career and post-secondary education.





**Wheeler**

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Connecticut Department of Education  
Connecticut Department of Public Health  
The Joint Commission