



# Health. Recovery. Growth.

2021 | ANNUAL REPORT



COMMUNITY | HEALTH | CARE

*“Wheeler was very helpful in meeting my needs.”*

### 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.

## MESSAGE FROM OUR PRESIDENT & BOARD CHAIR

Delivering equitable care to individuals, families, and communities across Connecticut.

This past year, amid the ongoing challenges of the COVID-19 pandemic, Wheeler continued to meet the dynamic needs of individuals, families, and communities across Connecticut.

We quickly expanded our service delivery. We steadily and effectively transitioned back to in-person care, with more than 90 percent of services now delivered in-person. We opened new community health centers in Plainville and New Britain. We launched inclusive, affirming care for the LGBTQ+ community and introduced an intensive outpatient program to help people thrive in daily life. We also unveiled essential recovery services for expectant women and families affected by substance use and launched dental services in Hartford for individuals with intellectual and developmental disabilities.

We consistently pivoted in other ways, too, through urgent delivery of COVID-19 testing and vaccines to vulnerable populations, partnerships with local

organizations for a deeper community reach, and immediate response to our patients' struggles through our Basic Needs Fund. Wheeler boldly continues to be a positive force for the populations we serve.

Our ability to navigate and nimbly adjust direction during this notable period—and to imagine a more promising future—is made possible through your generous support.

Because of YOU, we deliver compassionate, equitable care and services to 50,000 people annually in 90 percent of communities across the state. Because of YOU, we meet the basic needs of thousands of patients and families. Because of YOU, we are broadening our continuum of services across the lifespan and across Connecticut so that people everywhere can live healthier, productive lives.

Thank you for your partnership and generosity and for making health, recovery, and growth possible.



*Sabrina Trocchi, PhD, MPA*

Sabrina Trocchi, PhD, MPA  
*President and CEO*

*James J. Moylan*

James Moylan  
*Chair, Board of Trustees, 2021*

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## 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:

Access Health CT Small Business  
Marian Acker  
Allaire Elder Law LLC  
Barnes Group Foundation  
Ms. Melissa Barton  
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Lori Ann and David Brantner  
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United Way of Central and  
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United Way of West Central Connecticut  
Francis and Erin Vincent  
Susan and Kenneth Walkama  
Whittlesey  
Dennis and Tamara Williams  
Wireless Zone Foundation for Giving  
Hyekyung Yang, PhD  
Yarde Metals

## New Britain Community Health Center Expands



Wheeler's New Britain community health center moved to 40 Hart Street in the summer of 2021, offering individuals and families of all ages an expanded continuum of integrated health care. Primary and behavioral health for all ages, chronic disease management, chiropractic and nutrition services, and medication-assisted treatment for alcohol and opioid addiction, are among the services offered. A full-service onsite Genoa Healthcare® pharmacy and Quest Diagnostics® laboratory also are located at this site.

## YEAR IN REVIEW

### Meeting Needs Amid a Crisis

- Moved more than 90 percent of services from telehealth back to in-person care, serving individuals and families in homes, schools, and the community.
- Conducted robust COVID-19 testing services to meet the needs of underserved residents in communities across Central Connecticut.
- Delivered COVID-19 vaccines using a socially equitable strategy through community health centers in Bristol, Hartford, New Britain, Plainville, and Waterbury.
- Coordinated care and services in response to the COVID-19 pandemic, with support from the Hartford Foundation for Public Giving, the Connecticut Health and Educational Facilities Authority (CHEFA), United Way of Central and Northeastern Connecticut, and the Connecticut Health Foundation through the Community Health Center Association of Connecticut.



### Expanding Care for the Community

- Expanded services at our Plainville community health center at 91 Northwest Drive to include new intensive outpatient services, 'Walk With Me' LGBTQ+ responsive services, and integrated primary and behavioral health for the whole family.
- Expanded health center services at 855 Lakewood Road, Waterbury, including chiropractic care, medication-assisted treatment for addiction, nutrition services, and more.
- Received a two-year, \$5-million federal grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) to expand mental health services for children, adolescents, and adults through community health centers in Bristol, Hartford, New Britain, Plainville, and Waterbury.
- Awarded a five-year, \$2.6-million federal grant from SAMHSA to expand and enhance access to medication-assisted treatment and recovery supports for adults in Waterbury with opioid use disorders.
- Secured a five-year, \$625,000 Mental Health Awareness Training Emergency Services (MHAT-ES) grant from SAMHSA to deliver Mental Health First Aid training to emergency services and other frontline personnel across Connecticut.

### Creating Partnerships for Meaningful Impact

- Partnered with the City of Hartford and the United Way of Central and Northeastern Connecticut on a campaign for flu and COVID-19 vaccination in the capital city.
- Teamed with the Hartford Foundation for Public Giving and the Hispanic Health Council on COVID-19 vaccine outreach.
- Collaborated with Harc, Inc. to meet the dental health needs of individuals with intellectual and developmental disabilities in Hartford, thanks to a one-year \$50,000 grant from the Delta Dental of New Jersey Foundation.
- Partnered with Holcomb Farm to expand fresh produce distribution to hundreds of patients in Bristol, Hartford, New Britain, Plainville, and Waterbury, through a commitment from Wheeler, private donations, and a matching gift from The Friends of Holcomb Farm through its Fresh Access Program.



### Leading by Example, Spurring Change

- Wheeler's President & CEO, Sabrina Trocchi, PhD, MPA, was a 2021 *Hartford Business Journal* "Women in Business" award winner, recognized for leadership, particularly during the height of the COVID-19 pandemic. Sabrina also was recognized as a *Hartford Business Journal* "Power 25 Health Care" leader for 2021.
- Wheeler's Nursing Team received the 2021 "Excellence in the Workplace Award" from the Connecticut Nurses Association. The award honors workplaces that have achieved an environment that "empowers nurses, promotes professional autonomy and control over nursing practice."
- Wheeler Chief Financial Officer, Athena Dellas Szczesniak, MBA, received a 2021 C-Suite Award from the *Hartford Business Journal* for her leadership, vision, and significant contributions to Wheeler.
- Two of Wheeler's leaders received *Hartford Business Journal* "Health Care Heroes Awards." Vice President of Nursing Tina Loarte-Rodriguez, MSN, RN, CIC, CPPS, CPHRM, was honored in the Nursing category. Wheeler Board of Trustees Chair, Jim Moylan, was recognized in the Volunteer category.

*"Very caring and compassionate staff.  
You will feel important, like the staff really care!"*

*“We are very fortunate to have the programs at Wheeler, and I would like to encourage all of you to take advantage of them.”*

## 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 time.

### Major Gift Creates Transgender Peer Support, Medical, Therapy Services

A \$100,000 gift through an anonymous donor funded the creation of a specialized service to provide transgender adolescents and young adults with peer support, medical care, and gender-responsive therapy. “Walk With Me” is available at Wheeler’s community health centers in Plainville and Hartford.

### Supporting Health Outcomes through Fitness and Exercise

An anonymous donor gift and pledge match campaign raised \$26,000 to support patient fitness and wellness. The gift supports, within a supervised plan of health care at Wheeler, gym memberships, personal coaching, fitness programs, and equipment needed for motivated patients to become healthier through exercise.

### 36<sup>th</sup> Annual Golf Classic, Presented by Mutual of America Financial Group

Wheeler’s 36<sup>th</sup> Annual Golf Classic, presented by Mutual of America Financial Group, raised \$52,000 to support Wheeler’s Basic Needs Fund and patients at its community health centers. The total amount raised through this event since 1986 is more than \$1.3 million.



### Grant Facilitates Purchase of School Technology

A \$25,000 grant from the Maximilian E. & Marion O. Hoffman Foundation, Inc. helped to purchase Chromebook laptops for students, teachers, and paraprofessionals at Northwest Village School, providing greater flexibility for both in-classroom and distance learning.



### Honoring Donors for Their Commitment

In December 2020, organizations and individuals were recognized for outstanding support of Wheeler’s mission at the organization’s 10<sup>th</sup> Annual Hands & Hearts event, held virtually, including:

- **American Savings Foundation of New Britain** for a grant award, which Wheeler was able to match 1:1, to purchase and provide naloxone (NARCAN®) for distribution through Wheeler’s Waterbury community health center.
- **The Brian and Marilyn Lindsay Foundation of Avon**, for support of Wheeler’s Basic Needs Fund and addiction services for the past two years, with a focus on addressing the ongoing opioid crisis.
- **Pastor Christopher Walker of Unionville**, who supports Wheeler’s Basic Needs Fund in memory of his late wife, Martha Walker, who worked at Wheeler.
- **Jacqueline and David Mott of Canton** for giving in the height of the pandemic to support Wheeler’s community health workers doing vital work.
- **The Mott Health Ambassadors** for providing more than 500 hours of service since 2016 as part of a unique corporate philanthropic partnership between Farmington-based Mott Corporation and Wheeler.

## REAL IMPACT.

A patient at our Bristol community health center knew he had to address his addiction, and a friend’s death shocked him and prompted his treatment. He’s still in recovery, more than two years later, working with our peer support staff and seeing us for primary care now, too. During the pandemic, we were able to help him with some groceries when things were tight, through our Basic Needs Fund.



A graduating senior told us that he’d been accepted to community college, but couldn’t afford a laptop... could he keep the one he’d used at Northwest Village School? We bought him a new one, instead, through the support of a donor.

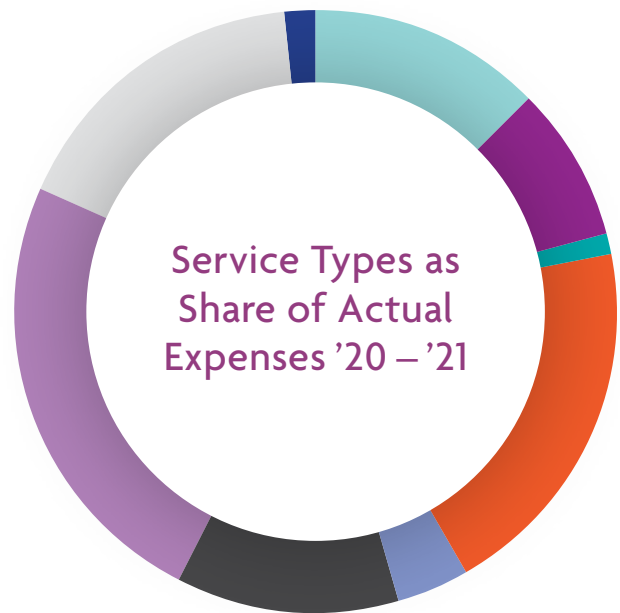
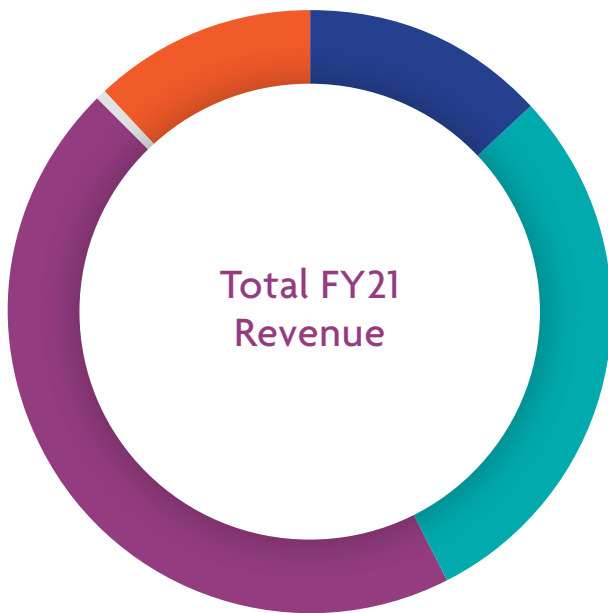
Read more stories at:  
[WheelerHealth.org/basicneeds](https://WheelerHealth.org/basicneeds)

## BY THE NUMBERS

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

### TOTAL FY21 REVENUE:

# \$79,671,458



Tuition	14.9%
Fees	33.2%
State Grants	50.9%
Community Contributions, United Way	0.9%
Investment Income	13.2%

Special Education	12.6%
Children's Residential and Foster Care	8.2%
Outpatient and Intensive Adult Services	1.2%
Outpatient and Intensive In-Home Children's Services	19.6%
Emergency Services	4.1%
Training, Prevention, Early Childhood Services	11.9%
Health & Wellness	24.1%
Management and Support	16.7%
Facilities and Administration	1.4%

# 33,771

total number of patients with whom Wheeler interacted through direct care, telephone, and outreach activities.

# 2,633

Wheeler's new Family Health & Wellness Center in Waterbury opened in May 2020 and saw 2,633 patients in FY21, an increase of 73% from the previous year.

# 126,719

individuals impacted by Connecticut Clearinghouse services including: the dissemination of prevention, wellness, mental health promotions, substance use treatment and recovery materials; trainings, conferences, and forums; statewide prevention and awareness campaigns, and more.

# 32,629

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

# 26,453

substance use, prevention, and mental health materials were disseminated through *Change the Script*, a statewide opioid prevention campaign managed by Wheeler's Connecticut Clearinghouse and funded by the Connecticut Department of Mental Health and Addiction Services.

# 440

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

# 2,962

Wheeler is the largest provider of Mobile Crisis Intervention Services in the state, serving youth in crisis and providing 2,962 episodes of care. Schools are the number one referral source for Mobile Crisis.

# 33%

increase in child mental health consultation with pediatric practices in Fairfield, Hartford, Litchfield, Middlesex, and New Haven Counties, through the Access Mental Health CT program.

# 1,159

bags of fresh produce were distributed to Wheeler community health center patients through the Holcomb Farm Fresh Access Program.

# 1,261

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

# 100%

the 2020-2021 Northwest Village School graduation rate for four-year students, compared to the statewide rate of 89% of students with special needs.

## FROM ONE OF OUR OUTREACH WORKERS:

"I had a patient who needed help from the Basic Needs Fund. The patient was crying during her visit because she needed funds for groceries. I was called in and explained to her that we offer support if people need it. We were able to give her a gift card to Stop & Shop right there. When she returned to her next appointment, she asked to speak to me in private. She said, "Thank you for the gift card...it helped out a lot," and that "She never thought there was a place that truly loved their patients and would help them if they needed it."





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