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# 2016 ANNUAL REPORT

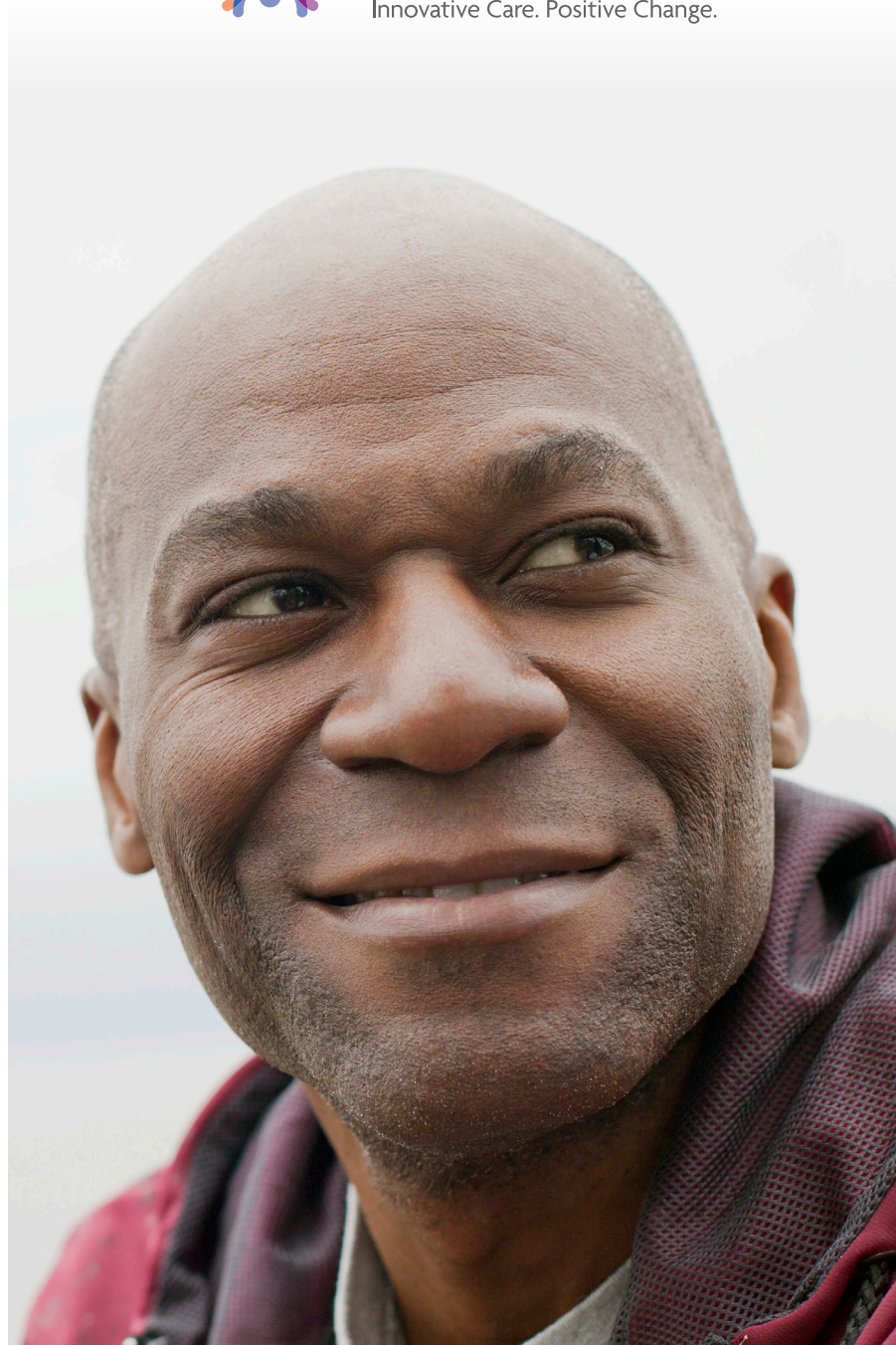


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888.793.3500 • [WheelerClinic.org](http://WheelerClinic.org)



**LICENSURE AND ACCREDITATION**

Connecticut Department of Children and Families  
Connecticut Department of Education  
Connecticut Department of Public Health  
The Joint Commission



# A HEALTHIER TOMORROW

## OUR MISSION

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

## OUR VISION

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

# President and Board Chair Letter

We continue to evolve as a health care system, making transformational changes at Wheeler that sharpen our focus on whole-person health and expand our scope of expertise in primary, pediatric and dental care, addiction medicine and many other areas. Wheeler is reinventing traditional health care delivery paradigms to effectively meet the needs of individuals with serious mental illness and co-occurring substance use disorders, as well as other underserved populations across our continuum and through our federally qualified health centers in Bristol, Hartford and New Britain. Our Centers of Excellence, accreditation by the Joint Commission as a behavioral health home, and continuous commitment to quality, outcomes and client satisfaction reflect our shared values and high standards.

Our Addiction Center of Excellence is on the front line of the ongoing opiate epidemic, expanding access to highly effective medication-assisted treatments, and providing life-saving access to Narcan for patients and their families. We continue to lead honest community conversations about this difficult topic and reinforce to all that recovery is possible.

Wheeler grew and evolved in many other ways as well. Each day brings new growth and opportunity:

- Our Child and Adolescent Center of Excellence is expanding access to trauma-informed care through partnerships with the Bristol Public Schools, the New Britain YWCA and others.
- Incorporation of our behavioral health expertise in primary care settings and hospital emergency departments maximizes opportunities for early intervention and enhances coordination of care.
- Significant legacy gifts from Peter and Mary Fran Libassi and Mrs. Doris Nims will shape the future of innovation and service excellence throughout our continuum of care.

Our funders, donors, staff, volunteers and partners sustain our progress and support the individuals and families in our care. You share our vision and drive our mission. You join us as steadfast advocates for Connecticut's safety net. Thank you for your partnership in our 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.

## Integrated Care Expansion

- Achieved Federally Qualified Health Center (FQHC) designation to meet the health care needs of residents in Bristol, and also expanded the scope of services to meet the needs of individuals in Hartford, New Britain and surrounding communities.
- Expanded access to pediatric and on-site preventive dental services and provided outreach and enrollment through the Wheeler Health & Wellness Center, Bristol.
- Earned Behavioral Health Care reaccreditation from The Joint Commission and new certification as a Behavioral Health Home.

## Centers of Excellence – Addiction and Child & Adolescent Services

- Assumed leadership role in addressing the opioid crisis through the delivery of medication-assisted treatment and an innovative pilot program with the Connecticut Department of Correction.
- Expanded Intensive In-Home Behavioral Health Services (IIBHS) for commercially insured families across the state.
- Expanded autism spectrum and evaluation services to meet the needs of children ages three and older.

## Innovative Partnerships

- Expanded behavioral health services for youth through a unique partnership with Bristol Public Schools.
- Addressed complex behavioral health needs of children and adolescents in partnership with the ProHealth Connecticut Center for ADHD and Attention Disorders in Middletown.
- Increased access to breast health services in Bristol and New Britain through a partnership with Susan G. Komen® Southern New England and Bristol Hospital's Beekley Center for Breast Health & Wellness.
- Led a standing-room only community conversation on opiate and heroin use and misuse in collaboration with Bristol Hospital, Connecticut Community for Addiction Recovery (CCAR) and Hartford Dispensary.
- Helped young children exposed to trauma to get a better start in life through an innovative new partnership with the New Britain YWCA.
- Teamed with Mott Corporation to develop Promoting Healthy Choices, a pilot community health worker program.

## Improving Access to Care

- Guided thousands of Southington residents toward information and services through Wheeler's Southington Health Outreach Project.
- Further improved access to behavioral health crisis services for children, adolescents and adults through Bristol Hospital and Johnson Memorial Hospital emergency rooms.
- Expanded intimate and family partner violence programs to reach more individuals and families in Enfield and Middletown.
- Provided family-strengthening services to more Connecticut residents through Wheeler's Multisystemic Therapy-Building Stronger Families (MST-BSF) program expansion to Manchester.

## CELEBRATING OUR DEDICATED TEAM

For the fourth consecutive year, Wheeler was named a Hartford Courant Top Workplace in 2016 and received special recognition for the training and professional development it provides to staff. Wheeler staff also served on several industry panels, were featured in a number of local and national media stories, and received notable recognition from industry peers.



## Inspiring Innovation through Planned Giving

Planned giving provides an opportunity to make a significant impact on Wheeler's programs and services for decades to come. We are especially grateful for the transformational planned gifts received this past year.

### A Bequest from Mrs. Doris Nims

Mrs. Doris Nims, formerly of Cheshire, Connecticut, left a significant legacy gift of approximately \$1.9 million to Wheeler to advance programs and services that support children and adolescents. Mrs. Nims, who passed away last year at the age of 89, was the daughter of Herman Papenfoth, one of Wheeler's earliest trustees and a leader in the Plainville community. The gift is among the largest ever received by Wheeler and will be invested in our continuing transformation to a community health system.

### New Libassi Endowment Fund Supports Wheeler Innovation & Growth



In the fall of 2015, Peter and Mary Fran Libassi made a commitment to bestow a \$500,000 legacy gift to Wheeler. Their gift has established the Libassi Endowment Fund for Innovation as a planned gift through their charitable remainder trust. The Libassi Endowment Fund is part of the Wheeler Fund for Innovation, a family of

funds designated to advance innovative approaches to care and service delivery as well as other initiatives across the agency.

To learn more about planned giving that supports Wheeler's services, visit: [www.plannedgiving.wheelerclinic.org](http://www.plannedgiving.wheelerclinic.org)

# 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.

## Fifth Annual Evening of Wonder

In October 2015, our sponsors and supporters celebrated health, recovery and growth at Wheeler's fifth annual Evening of Wonder gala at the Marriott Hartford Downtown. This magical evening brought together more than 300 individuals to support Wheeler programs and services and honor those individuals and organizations dedicated to building health equity in underserved communities. The Evening of Wonder was made possible by Presenting Sponsor, Aetna, and a host of other generous sponsors.



## New Initiatives

Our community partners also make new approaches to meeting community needs possible through special gifts and grants.

## 31st Annual Wheeler Golf Classic

Wheeler hosted its 31st Annual Wheeler Golf Classic at The Country Club of Farmington to benefit individuals and families served by the organization and celebrate the enduring commitment of tournament founders and supporters. The event raised \$56,000, bringing the amount raised since inception to more than \$1 million.

## Supporting Hopeful Tomorrows

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

- Anthem Blue Cross Blue Shield of Connecticut
- Bradley Henry Barnes and Leila Upson Barnes Memorial Trust at the Main Street Community Foundation
- Howey Family Fund of the Community Foundation of Greater New Britain
- Dennis Keenan Fund at the Main Street Community Foundation
- John Noxon 'Nox' and Cherry Howard Fund of the Community Foundation of Greater New Britain
- Red Sox Foundation
- United Way of West Central Connecticut

- **Mott Corporation** – Promoting Healthy Choices pilot community health worker program
- **Susan G. Komen® Southern New England** – Breast Health Patient Navigation program

You can make a difference in the lives of others through gifts of cash, matching gifts through your employer, honorary and memorial donations, gifts of appreciated securities, and more. To learn more or make an online donation, visit: [give.wheelerclinic.org](https://give.wheelerclinic.org).

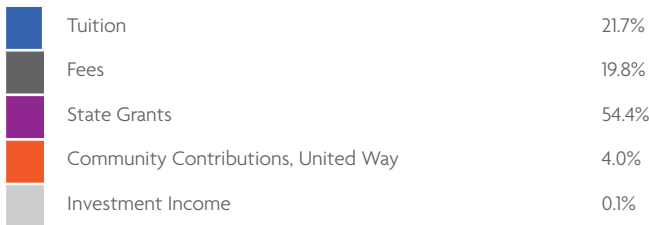
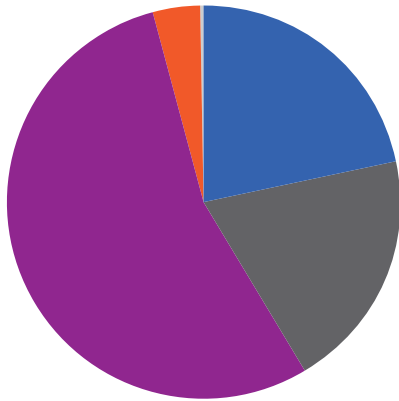


# BY THE NUMBERS

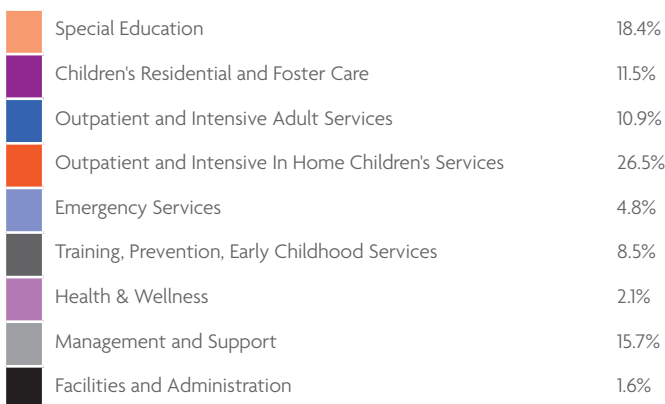
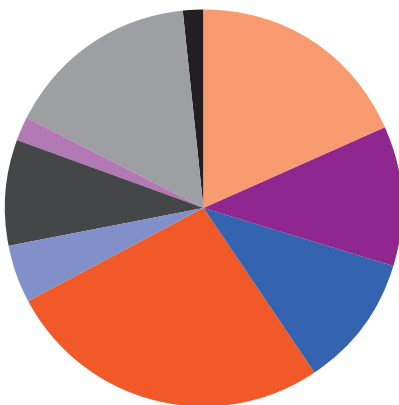
Sound, transparent business practices ensure Wheeler's ongoing financial health and allow for investment in new program development.

## TOTAL FY16 REVENUE

# \$72,147,101



## SERVICE TYPES AS SHARE OF ACTUAL EXPENSES 15-16



Figures unaudited.

# 22,260

individuals and families across CT received direct care in FY 2016.

# 25,541

calls to Wheeler's HelpLine.

# 3,491

people received intervention and support in a time of crisis.

# 5,662

requests received by Wheeler's CT Clearinghouse for materials and other services.

# 1,364

patients received primary, behavioral health and preventive dental care at the Wheeler Health & Wellness Center, Bristol, and the scope of integrated care services has now expanded to New Britain and Hartford.

# 90%

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

# 50%+

of the Alternative in the Community (AIC) clients who were unemployed at intake gained employment during program participation in Meriden, Middletown, Bristol and Enfield, **surpassing the statewide goal.**

# 1,989

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

# EXCEEDED

Wheeler's Birth to Three program **exceeded** the state goal by **18.8%** and the state average by **17.3%** in the percent of children who caught up to their same-aged peers on positive social-emotional skills.

# 87%

of children in Family and Community Ties Foster Care were stable in their placement.

# LARGEST

provider of Emergency Mobile Psychiatric Services (EMPS) in the state, which served **2,599** unique youth in crisis, provided **3,380** episodes of care, and surpassed the statewide mobile response rate goal of **90%** last year.

# 7,725

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

# NEARLY 100%

of graduating students from Wheeler's Northwest Village School had plans to attend college, pursue job skills training and/or employment, or join Job Corps or the military.

# 55%

Wheeler's Intensive In-Home Behavioral Health (IIBHS) program resulted in a 55% reduction of inpatient/residential treatment center admissions.