



Wheeler

Innovative Care. Positive Change.

HEALTH. RECOVERY. GROWTH.



health

growth

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.

recovery

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MESSAGE FROM OUR PRESIDENT AND BOARD CHAIR

It is a remarkable year for Wheeler.

Our 50th anniversary provides a touchstone moment to honor our past, celebrate our present, and focus on the future.

Throughout 2018, we've told the stories of the leaders and moments that created Wheeler and established a foundation we built on as we transformed the organization in the last several decades. From the dedicated trustees who guided us, to the visionary donors who inspired us, to the hard-working staff who turned dedication and vision to reality, we have a proud history.

The vision and dedication remains a constant. Today, we've evolved our system of care from those beginnings to become a truly integrated and statewide provider of whole-person health. There's no better example of this than how we kicked off 2018, with the opening of our flagship Hartford facility, the Wheeler Family Health & Wellness Center, at 43 Woodland Street.

At our community health centers, we're providing primary and dental care, behavioral health, addiction services, and even complementary medicine all under one roof and provided by one integrated team. Wheeler is bringing its historic strengths—data-informed best practices, innovation, and a focus on outcomes—to bold new areas.

If our past is proud, and our present adds to that a dynamic growth, Wheeler's future can only be described as visionary. We've already seen the benefits of our organizational transformation in the form of higher patient satisfaction, lower costs, more accessible health care, and better outcomes for everyone. The next 50 years will see us build on these strengths in every aspect of our work. As always, our funders, donors, staff, volunteers, and partners sustain us as we move forward.

We thank you for your shared vision and for your commitment to our mission. We are partners with you in a journey toward a healthier tomorrow for us all.



Susan Walkama, LCSW
President



Christin
Chair, Board



YEAR IN REVIEW

ENHANCING SERVICES FOR THE MEDICALLY UNDERSERVED

- Opened the Wheeler Family Health & Wellness Center at 43 Woodland Street to meet the whole-health needs of individuals and families in the Hartford area.
 - Launched comprehensive on-site family dental services.
 - Absorbed patients from Saint Francis Gengras Pediatric Primary Care, providing primary care and behavioral health services for children and youth.
 - Launched women's health services.
 - Launched nutrition services and a demonstration kitchen.
 - Launched complementary medicine services and alternative approaches to managing pain and enhancing wellness.
 - Launched acupuncture for addiction treatment.
 - Secured \$2 million in state bonding, with the support of Governor Malloy, Lieutenant Governor Wyman, and legislators, for enhancements and improvements.
 - Expanded integrated care teams with Community Health Workers to connect patients to culturally appropriate services and meet basic needs.
 - Implemented a robust population health and care management program.
 - Broadened school-based health centers in Bristol.
 - Established partnerships to provide access to fresh fruits and vegetables for patients.
 - Received federal HRSA Quality Award for the second year in a row.
 - Garnered a five-year federal \$2.5-million grant to serve Hartford families whose infants and children have experienced trauma, and are at risk for, show early signs of, or have been diagnosed with a mental illness or Neonatal Abstinence Syndrome.
- Designated a Person-Centered Medical Home Plus advanced network provider by delivering person-centered, comprehensive, coordinated care to HUSKY enrollees in Central Connecticut and Torrington.

MEETING COMMUNITY NEEDS

- Organized new Multisystemic Therapy teams to serve youth behavioral health needs in the Norwalk/Bridgeport/Stamford area, and New Haven.
- Expanded Collaborative Learning Programs to the Region 16 (Woodbury, Middlebury and Southbury), Portland, and Windham school districts, providing in-district support to students struggling in traditional academic settings.

- Launched the Parent Connections program in Hartford to offer information, support, and guidance to families with young children, ages birth to five.
- Launched the Senior Outreach and Engagement Program, providing outreach, education, assessment, case management, and referral services.
- Implemented a nursing home diversion program to help divert adults with serious mental illness or co-occurring psychiatric or substance use disorders from inappropriate admissions to hospitals or nursing homes.
- Introduced a digital support tool (myStrength) for clients with daily online self-management resources to improve and enhance well-being and resilience.

LED EFFORTS ADDRESSING THE OPIOID CRISIS

- Expanded alternative pain management approaches, combining best practice in medical pain management with cognitive behavioral therapy, yoga, mindfulness, nutrition, and chiropractic care.
- Launched a new statewide recovery-oriented support system for youth. Partnered with Anthem Blue Cross Blue Shield to support long-term substance use recovery in patients' home and community.
- Addressed and prevented prescription and illegal opioid misuse by adolescent girls through expansion of training for prevention professionals, pediatric primary care providers, and others.
- Partnered with Fox 61 to showcase stories of hope and recovery from addiction, emphasizing medication-assisted treatment and peer recovery supports.
- Joined expert panel for the *Hartford Business Journal* on opioids in workplaces.
- Hosted free opioid education and family support groups in Bristol.
- Garnered a three-year \$1.5-million federal grant to expand and enhance access to medication-assisted treatment for adults.
- Assumed responsibility for Connecticut's Substance Abuse Access Line—a statewide 24/7 call center linking residents to treatment resources, including detoxification, residential treatment, or medication-assisted treatment services and supports.

A TEAM RECOGNIZED FOR EXCELLENCE

- For the sixth consecutive year, Wheeler was named a *Hartford Courant* Top Workplace, a testament to our commitment to nurturing a highly skilled, diverse, and dedicated workforce.

THE IMPACT OF PHILANTHROPY

33RD ANNUAL WHEELER GOLF CLASSIC

The 2018 Wheeler Golf Classic raised more than \$55,000 to help expand access to our Family 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.



HANDS AND HEARTS

Five organizations and individuals received awards at Wheeler's eighth annual Hands & Hearts reception in May. The event honored individuals, families, corporations, and foundations for their outstanding support of Wheeler's mission. The 2018 honorees include the Corsini Family, Holcomb Farm, Delta Dental of New Jersey Foundation, Lois Aaron in memory of David Berkowitz, and Courtney Bourns in memory of Jane Bourns.



CELEBRATING 50 YEARS OF CARE DINNER

Nearly 250 donors, friends, and leaders from throughout Wheeler's history celebrated its 50th anniversary on September 29 and, with a concurrent Trustee Challenge, helped raise more than \$145,000 for services, a record for fundraising events at the organization.

Through our five decades, we've transformed from a center for children to a statewide leader in delivering an array of integrated primary care and behavioral health services as diverse as everyone we serve. Learn more at WheelerClinic.org/50

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:

- Anonymous
- Anthem, Inc.
- Ms. Lois I. Aaron
- Barnes Group Foundation
- Bradley Henry Barnes & Leila Upson Barnes Memorial Trust at the Main Street Community Foundation
- Mr. Courtney Bourns
- Lori Ann and David Brantner Charitable Fund
- Connecticut Health & Educational Facilities Authority
- The Corsini Family
- Delta Dental of New Jersey Foundation
- Ensworth Charitable Foundation
- Hartford Foundation for Public Giving
- Maximilian E. and Marion O. Hoffman Foundation
- 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
- Loureiro Engineering Associates
- Mott Corporation
- Newman's Own Foundation
- John Noxon "Nox" and Cherry Howard Fund at the Community Foundation of Greater New Britain
- Red Sox Foundation
- A.W. Stanley Discretionary Fund of the Community Foundation of Greater New Britain
- Jane and Dick Tedder
- Thomaston Savings Bank Foundation
- United Way of West Central Connecticut
- Susan and Kenneth Walkama
- The 2018 Wheeler Leadership Team

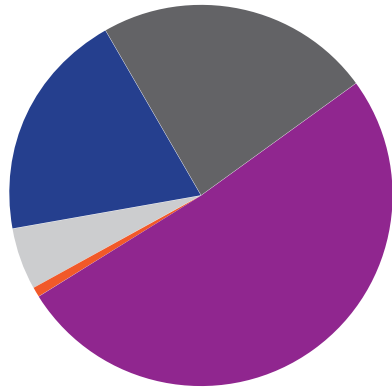


BY THE NUMBERS

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

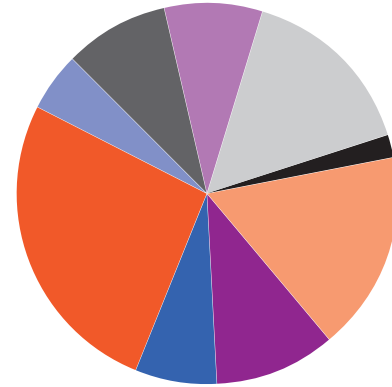
TOTAL FY18 REVENUE

\$75,019,017



Tuition	17.8%
Fees	24.3%
State Grants	53.2%
Community Contributions, United Way	0.8%
Investment Income	3.9%

SERVICE TYPES AS SHARE OF ACTUAL EXPENSES 2017-2018



Special Education	14.6%
Children's Residential and Foster Care	9.9%
Outpatient and Intensive Adult Services	6.3%
Outpatient and Intensive In-Home Children's Services	26.2%
Emergency Services	5.1%
Training, Prevention, Early Childhood Services	9.4%
Health & Wellness	11.2%
Management and Support	15.6%
Facilities and Administration	1.6%

Figures unaudited.

24,033



individuals and families across Connecticut received direct care in FY 2018.

2,014

individuals were referred to Wheeler's Family Violence Education Program across six locations.

441

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

93%

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

35,341



calls to Wheeler's crisis lines, including LifeLine and HelpLine, were answered.

85%

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

94%



of parents indicated they are satisfied with their child's therapeutic-education program.

8,930

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

90%



of graduating seniors at Northwest Village School planned to go on to college or vocational training, or had secured gainful employment.

9,318

Wheeler's Family Health & Wellness Centers in Bristol, New Britain, and Hartford served 9,318 patients in FY 2018, up 37% from FY 2017.

94%+



Consumers reported high levels of satisfaction with their care and treatment across four domains.

3,913

Wheeler is the largest provider of Mobile Crisis Intervention Services in the state, serving youth in crisis and providing 3,913 episodes of care.