



# 2015 WHEELER ANNUAL REPORT

Recovery, health and growth  
at all stages of life.



**Wheeler**  
Innovative Care. Positive Change.

# A BETTER TOMORROW

We all deserve the hope of a better tomorrow—for our friends, our loved ones, ourselves. Wheeler supports that hope with comprehensive solutions that address the most complex health issues of individuals and families in Connecticut. We're making tomorrow better by providing accessible care that encourages recovery, health and growth at all stages of life. It's an approach that results in positive outcomes—and hopeful tomorrows.

## We are committed to recovery, health and growth at all stages of life.

We have made great strides in the past year to improve access to effective, efficient care and help achieve positive outcomes. Our designation as a federally qualified health center marks a milestone in our continued growth to meet the needs of medically underserved, low-income and other vulnerable populations. Now part of the largest network of primary care providers in the nation, Wheeler is a model for how community-based organizations can provide integrated primary care, behavioral health and dental care where it's needed the most.

Growth comes in many forms. We work tirelessly to help individuals, families and communities grow to realize their full potential. As an organization, we grew and evolved by:

- Expanding our presence in Hartford with a new children's outpatient center on Park Street, co-located with the Hispanic Health Council.
- New service lines, like dental care at our Health and Wellness Center in Bristol and innovative in-home services for eating disorders.
- Continued recognition of our staff's excellence by becoming a three-time repeat Hartford Courant/FOXCT Top Workplace.
- Expanded access to primary care for hundreds of low-income underserved individuals through our FQHC designation and co-location of behavioral health services in primary care practices.

We need the sustained support of our funders, donors and partners to maintain these successes. It's because of you that we are in such a strong position to provide recovery, health and growth in our communities, and we thank you as always for your support.

  
Susan Walkama, LCSW  
President and Chief Executive Officer

  
Christine Skelly  
Chair, Board of Trustees

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TOP  
WORK  
PLACES  
2013

TOP  
WORK  
PLACES  
2014

TOP  
WORK  
PLACES  
2015

Hartford Courant  
FOX CT

# OUR YEAR AT A GLANCE

## CELEBRATING A HIGHLY SKILLED TEAM

For the third consecutive year, Wheeler was named a Hartford Courant and FOXCT Top Workplace and, in 2015, received special recognition for its managers. Wheeler staff also served on high-profile professional panels and groups, were featured in local, state and national media, and received notable recognition from industry peers.

## STRIDES IN INTEGRATED CARE

- Supporting Bristol and surrounding communities through Wheeler Health & Wellness Center's designation as a federally qualified health center (FQHC).
- Addressing oral health needs of families in Bristol with on-site dental services at the Wheeler Health & Wellness Center.

## INNOVATIVE CARE. POSITIVE CHANGE.

- Addressing eating disorders, substance abuse and behavioral health issues through innovative in-home and outpatient programs for Anthem Blue Cross Blue Shield-enrolled youth and young adults.
- Encouraging consumers to take an active role in their care using Wheeler's online patient portal.
- Serving court-involved youth in Hartford with the Child, Youth and Family Support Center (CYFSC) program.
- Encouraging recovery through Wheeler's Multisystemic Therapy-Building Stronger Families (MST-BSF) program expansion to Hartford.

## HEALTHY COMMUNITIES. HOPEFUL TOMORROWS.

- Strengthening our presence in Hartford with the purchase of 43 Woodland Street and Children's Outpatient Services expansion to Park Street.
- Providing support for communities through Mental Health First Aid Training.
- Reconnecting families through Wheeler's Reunification and Therapeutic Family Time Services (R&TFTS) program in DCF Region 6 New Britain/Meriden.
- Improving access to care in Southington through Wheeler's Southington Health Outreach Project.

## POSITIVE OUTCOMES

19,401

individuals and families across Connecticut received direct care in 2014-2015.

6,868

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



27,008

calls to Wheeler's help line.

5,752

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

ABOVE  
GOAL 

All of Wheeler's Multisystemic Therapy teams exceeded the statewide goal of 72% of youth with no new arrests during treatment.

83.3%

of youth in Wheeler's Family and Community Ties Foster Care Program were stable in their placement.



EXCEEDED

All of Wheeler's Alternative in the Community (AIC) programs exceeded the statewide goal for therapeutic alliance, the bond between clients and program staff.

100%

of families reported that the Wheeler Birth to Three services their child received were effective.

99%

of parents and 97% of children served indicated that Wheeler was responsive to their family's questions and concerns.

97%

of Adult Outpatient Services clients indicated that their service provider was sensitive to their culture and ethnic background.

3,285

people received intervention and support in a time of crisis.

 90%+

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

1,000

The Wheeler Health & Wellness Center, Bristol provided integrated primary and behavioral health care and additional services to 1,000 consumers across the lifespan.



PREPARED FOR SUCCESS

Wheeler's Northwest Village School and the Academy had the largest graduating class to date: 34% of graduates had plans to attend college; 28% had an identified job, signed on for Job Corps or joined the military; and 28% planned to attend a transition year in school to further develop vocational skills.



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 planned giving. To learn more or make an online donation, visit:

**Give.WheelerClinic.org.**

► From left, Susan Walkama, LCSW, president and chief executive officer of Wheeler Clinic; Connecticut Lieutenant Governor Nancy Wyman; Patti LeFebvre and Wheeler trustee and former board chair, Steven LeFebvre.



Photo credit: Cindy Lang



Photo credit: Cindy Lang

► Wheeler leaders with its five Gold Star Honorees at the organization's fourth annual Evening of Wonder in 2014.

From left, Jake Biscoglio, event co-chair and Wheeler trustee; Susan Walkama; Dick Salmon, M.D., Ph.D., national medical director for performance management and improvement, Cigna; Christopher Dadlez, FACHE, president and chief executive officer, Saint Francis Care; Kurt Barwis, FACHE, president and chief executive officer, Bristol Hospital and Health Care Group, Inc.; Patricia Baker, president and chief executive officer, Connecticut Health Foundation; Louise Murphy, MPA, LPC, CEAP, president, Aetna Behavioral Health; and William Gombatz, event co-chair and Wheeler trustee.



▲ Production Fasteners



▲ Yarde Metals

In 2015, Wheeler hosted its 30th 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. Since the mid-1980s, the event has raised nearly \$997,000.

Event sponsors such as Production Fasteners of Waterbury and Yarde Metals of Southington have participated since the tournament's first year, sharing a commitment to improving the health and well-being of families and the community.

## SUPPORTING HOPEFUL TOMORROWS

Our sponsors and supporters celebrate hope, healing and transformation at Wheeler's annual Evening of Wonder gala at the Marriott Hartford Downtown. This magical evening brings together more than 300 individuals from our communities to support Wheeler programs and services and honor those individuals and organizations dedicated to building health equity in underserved communities. Evening of Wonder is made possible by Presenting Sponsor, Aetna, and a host of generous sponsors.

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 and Blue Shield Foundation
- Bradley Henry Barnes and Leila Upson Barnes Memorial Trust at the Main Street Community Foundation
- Connecticut Health Foundation
- Connecticut Health and Educational Facilities Authority (CHEFA)
- Dennis Keenan Fund at the Main Street Community Foundation, Inc.
- Howey Family Fund of the Community Foundation of Greater New Britain
- John Noxon "Nox" and Cherry Howard Fund of the Community Foundation of Greater New Britain
- Newtown-Sandy Hook Community Foundation
- Peter and Mary Fran Libassi for support of the Mary Fran Libassi Education and Training Program and the Libassi Innovation Fund
- Red Sox Foundation
- United Way of West Central Connecticut

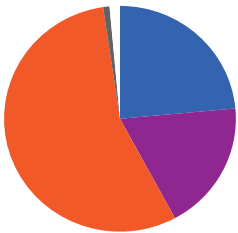
# HOPEFUL TOMORROWS

Our donors, funders and volunteers make a measurable difference in helping Wheeler encourage recovery, health and growth for individuals and families at all stages of life.



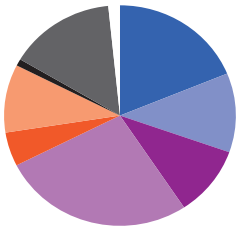
## BY THE NUMBERS

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



TOTAL FY15 REVENUE  
**\$67,117,417**

Tuition	23.5%
Fees	18.6%
State Grants	55.5%
Community Contributions, United Way	0.9%
Investment income	1.4%



SERVICE TYPES AS SHARE OF  
ACTUAL EXPENSES FY15

Special Education	18.7%
Children's Residential and Foster Care	11.6%
Outpatient and Intensive Adult Services	10.3%
Outpatient and Intensive In Home Children's Services	26.9%
Emergency Services	5.0%
Training, Prevention, Early Childhood Services	10.0%
Health & Wellness	1.0%
Management and Support	14.9%
Facilities and Administration	1.6%
	0.0%

Figures unaudited.