

Positive Change

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A publication of
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Wheeler provides comprehensive solutions that address complex health issues, providing individuals, families and communities with accessible, innovative care that encourages recovery, health and growth at all stages of life. Our integrated approach to primary and behavioral health, education and recovery creates measurable results, positive outcomes and hopeful tomorrows for more than 30,000 individuals across Connecticut each year.



State Grant Supports Enhancements to Wheeler Family Health & Wellness Center, Hartford

Wheeler received a \$465,000 grant to support structural enhancements to its Family Health & Wellness Center at the 43 Woodland Street, Hartford campus and better serve local individuals and families.

“This support provides an effective way for us to better meet the needs of individuals, families and communities,” said Susan Walkama, LCSW, president and chief executive officer.

In January 2018, Wheeler opened the Hartford Family Health & Wellness Center (FHWC) campus at 43–49 Woodland Street, providing primary care, pediatric care, behavioral health, dental services, and complementary medicine in its 43 Woodland Street building, and nutrition services in its 49 Woodland Street building. Several substantial renovations were made to the property since its 2015 purchase, including Phase II renovations that include structural enhancements to 43 Woodland. The Nonprofit Grant Program funds will help increase site safety, access to services, and cost efficiencies for the campus.

Funds will support the renovation of the third floor of 49 Woodland Street, the FHWC’s Center for Prevention & Community Engagement. This Center addresses social determinants of health that create barriers to care for low-income and underserved populations. The site includes office space for community health workers and meeting rooms for community education and related activities. Center staff deliver programs that target lifestyle and behavioral factors such as exercise, nutrition, and self-advocacy. *(Continued on Page 2).*



Exterior of 49 Woodland Street, Hartford.

Expanded Services at Wheeler Family Health & Wellness Center, Bristol



Expanded primary care and behavioral health services are now available for residents of Bristol and surrounding towns through Wheeler’s Family Health & Wellness Center at 10 North Main Street and 225 North Main Street. Broadened services are made possible through funding from the Health Resources and Services Administration Substance Use Disorder and Mental Health Services supplemental funding program. As part of the expansion, Wheeler will:

- Provide all ongoing behavioral health services, including individual and group mental health and substance use services, for adults and children at 225 North Main Street.
- Provide expanded medical, prescribing, medication management, and other services within its 10 North Main Street site. A new primary care APRN will deliver expanded medication-assisted treatment services and primary care for patients at this facility.
- Continue to staff a behavioral health clinician at the 10 North Main Street site so that medical and behavioral health providers are working side by side. The behavioral health clinician will conduct initial intake assessments, treatment planning, and provide behavioral health consultations, as needed, at 10 North Main Street.

a message of
change
from the president

WheelerClinic.org



This issue of *Positive Change* highlights how we're expanding access to evidence-based care across our state, offering new on-site services at the Family Health & Wellness Centers that improve whole-person health, and taking on some of the most pressing needs of the communities we serve.

In Hartford, we're expanding access to pediatrics and treatment for substance use disorders, offering on-site pharmacy services, and building on the vital role of community health workers. In New Britain, nutrition services provide our patients with the tools and knowledge to improve their health and treat chronic disease. In Bristol, we're partnering with the community to address the ongoing opioid crisis, and expanding access to behavioral health and primary care services for everyone we serve.

Our reputation for quality and innovation remains second to none. We are the ONLY community health center in Connecticut with four specific accreditations and certifications from The Joint Commission for primary and behavioral health care, and one of only five nationwide.

We can only succeed in our work through the support of visionary donors, friends and supporters like the Community Foundation of Greater New Britain, the Main Street Community Foundation, the Boston Red Sox Foundation, and YOU, who share our vision, support and commitment. Thank you for your participation, engagement and commitment for the 30,000 individuals, families and communities we serve every year. I hope to see you at our 34th annual Wheeler Golf Classic in June!


Susan Walkama, LCSW
President and Chief Executive Officer

State Grant (cont.)

Funds also will support safety improvements to the campus, including the repaving of the upper and lower parking lots at the site to increase accessibility and safety for health center patients and staff.

In 2018, the Nonprofit Grant Program awarded \$30.8 million in state grants to 92 nonprofit organizations. The grants assist organizations with the costs associated with one-time infrastructure improvements that improve the efficiency and effectiveness of the services provided by the organizations. Created by former Governor Dannel Malloy in 2013, the program has invested a total of \$105 million in hundreds of the state's nonprofit organizations since its launch. The program is administered by the Connecticut Office of Policy and Management.

Adjusting to a New World of Recovery



When James left prison in early 2018, he found a world that he didn't recognize in many ways. There was new technology, new ways of communicating, new challenges.

One major challenge remained, however, and that was addressing many of the factors that led him to prison to begin with, including addiction.

James grew up in a suburb of Hartford, in what he describes as a typical Connecticut family.

"I had everything I ever needed. Nice suburban area, had nice clothes, all of that stuff. But I turned to addiction to deal with my emotions, feelings and family; I just didn't know at the time that's what I was doing," he says. "My school behavior became erratic. I started stealing from my family. They figured it out when I was about 14."

Read more of James' story at
www.wheelerclinic.org/celebrating-recovery

Providing Patient-Centered Care

Wheeler Recognized for Patient-Centered Care, Quality



Wheeler has uniquely earned four accreditations and certifications from the nation's oldest and largest standards-setting and accrediting body for providing quality, coordinated, patient-centered health care.

Wheeler is the only Connecticut community health center certified by The Joint Commission as both a Primary Care Medical and a Behavioral Health "Health Home." In addition, the organization is accredited for behavioral health and ambulatory health care. Wheeler is the only Connecticut community health center to attain the Joint Commission's Gold Seal of Approval® for all four of these distinct Accreditations and Certifications together, **and one of only five nationwide.**

Wheeler first achieved accreditation with The Joint Commission in 1988 for behavioral health, and as the organization evolved into a federal qualified health center, it sought additional accreditations and certifications to improve integrated health care services.

"Through visionary boards and leadership, Wheeler transformed in the last decade to provide complete health care. We saw the unmet health care needs in communities we serve, and we're focusing on patient-centered, whole-person health care unlike any other community provider in Connecticut," said Susan Walkama, LCSW, president and chief executive officer, Wheeler. "The Joint Commission's thorough accreditation and certification process gives us an opportunity to examine everything we do to ensure the highest quality and the best health outcomes." In attaining both primary care medical and behavioral health "health home" certifications, Wheeler successfully demonstrated having services, systems, and processes in place that support:

- **Patient-centered care** – Relationship-based care focused on the whole person and understanding and respecting each patient's needs, culture, values and preferences.
- **Comprehensive care** – A team of providers, including physicians, advanced practice nurses, nurses, behavioral health workers, social workers, recovery specialists, and others, work to meet each patient's physical and behavioral health care needs, including prevention and wellness, acute care and chronic care.
- **Coordinated care** – Care is coordinated across the broader health care system, including specialty care, hospitals, home care and the provision of community and support services. This is particularly critical during transitions between sites of care, such as when patients are discharged from the hospital.
- **Superb access to care** – Patients have access to services with shorter waiting times for urgent needs, enhanced in-person hours, around-the-clock telephone or electronic access to members of the care team, and alternative methods of communication.
- **Systems-based approach to quality and safety** – The organization uses evidence-based medicine and clinical decision support tools, engages in performance measurement and improvement, measures and responds to patient experiences and satisfaction, practices population health management, and publicly shares robust quality and safety data and improvement activities.

Wheeler underwent a rigorous on-site survey in November of 2018. During the review, compliance with standards related to several areas, including care, treatment, and services; environment of care; leadership; and screening procedures for the early detection of imminent harm were evaluated. On-site observations and interviews also were conducted. The accreditations and certifications for Wheeler are for numerous locations across the state, including the three Family Health & Wellness Centers in Bristol, Hartford, and New Britain, as well as its congregate care facilities, foster care programs, and in-home and outpatient behavioral health services.

Founded in 1951, The Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value. The Joint Commission accredits and certifies nearly 21,000 health care organizations and programs in the United States. More at [jointcommission.org](https://www.jointcommission.org).

Health & Wellness Center Updates

New 43 Woodland Street Pharmacy Provides Greater Convenience, Enhanced Access



*George Bauer, RPh,
site manager, Hartford*

Patients at Wheeler's Family Health & Wellness Center at 43 Woodland Street, Hartford have easy, on-site access to their medications and related assistance, thanks to the opening of a Genoa Healthcare full-service pharmacy at the community health center.



"An on-site pharmacy provides patients with convenient access to their prescriptions at the same location as their health care services," said Susan Walkama, LCSW, president and chief executive officer, Wheeler. "It's another patient-centered solution that helps improve overall wellness."

The pharmacy provides convenient, on-site prescription fulfillment; consultation; prior authorization assistance; after-hours on-call service; same-day mail prescription delivery; prescription transfers and refill reminder calls.

Wheeler's first on-site Genoa pharmacy opened in 2014 at 91 Northwest Drive, Plainville.

Genoa provides pharmacy services, telepsychiatry, and medication management solutions to more than 800,000 individuals annually in 47 states and the District of Columbia and fills more than 14 million prescriptions per year. Genoa is the fifth largest drug chain in the United States, with more than 150 pharmacies located onsite within community mental health centers. Visit www.genoahealthcare.com for more information.

Pediatrician Nike Kubeyinje Joins Wheeler Team



Pediatrician Nike Kubeyinje, M.D., FAAP, has joined the Wheeler Family Health & Wellness Center at 43 Woodland Street, Hartford. In this role, Dr. Kubeyinje provides general medical care for consumers, including infants, children, and

teenagers, and continuity of care for college-aged patients and young adults.

"We are pleased that Dr. Kubeyinje has joined our organization," said Susan Walkama, LCSW, president and chief executive officer, Wheeler. "Working with our multi-disciplinary team, Dr. Kubeyinje offers an array of primary care services that treat the whole-health needs of children, adolescents, and young adults."

On-site pediatric services at 43 Woodland Street include well-child care and immunizations, sick-child visits, physical exams, and more. Wheeler also provides on-site full family dental care and referrals to specialty services for children and adolescents, as well as behavioral health services and a full continuum of care.

Expanded Nutrition Services in New Britain



Nutrition counseling is now offered at Wheeler's Family Health & Wellness Center at 75 North Mountain Road, New Britain. Jessica Master-son, RDN, CDE, CDN, offers individual counseling, including a review of food intakes, eating habits,

physical activity, medical conditions and medications and the development of a tailored plan to match a consumer's lifestyle and needs. She also runs a diabetes education class to help consumers gain a better understanding of diabetes and how it affects the body and overall health, as well as an adult and pediatric weight management class, focused on helping consumers make small, gradual changes to facilitate long-term, sustainable weight loss. Group counseling also is available.

Wheeler's nutrition counseling services are made possible with support from the Community Foundation of Greater New Britain.

Helping Youth Across Connecticut

Wheeler Receives \$2.7-Million Grant for Adolescent and Young Adults Substance Abuse Treatment in Hartford



Adolescents, young adults and their families will have increased access to substance use services in Hartford, thanks to a new \$2.7-million federal grant to Wheeler.

Funded by the U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, the grant supports the Wheeler Youth and Family TREE Program to expand and enhance care for transitional-age youth age 16–25 with substance use disorders, and their families, in Hartford. Services include significant outreach and engagement/retention efforts, evidence-based individual and group therapy, medication-assisted treatment, and linkage to recovery supports. Family engagement and care coordination is also a key component of care.

“Wheeler can meet the unique needs of transitional-age youth—a challenging population to engage and retain in treatment,” said Susan Walkama, LCSW, president and chief executive officer, Wheeler. “In addition to a range of evidence-based models, treatment includes peer recovery supports and linkages to recovery resources in the community, as well as a range of primary and behavioral health care services.”

The program will be implemented through the Wheeler Family Health & Wellness Center at 43 Woodland Street in Hartford and will:

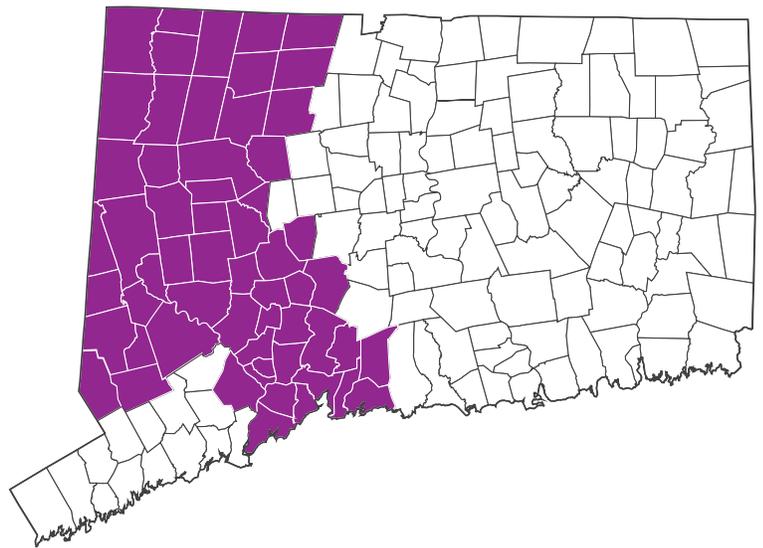
- Expand outreach and early identification of substance misuse or risk of substance misuse in transitional-age youth through a dedicated community outreach worker, screening by a clinician housed within Wheeler’s primary care services unit, and screening through Wheeler’s behavioral health intake;
- Increase engagement and retention of transitional-age youth in substance use treatment;
- Increase recovery supports for family members: All family members will be offered access to behavioral health, primary care, dental, and tobacco cessation services at the Wheeler Family Health & Wellness Center and connected to community supports to assist in their recovery needs.

MDFT Teams Expand in Connecticut to Serve Youth with Substance Use Issues, Family Conflict

Wheeler’s Multidimensional Family Therapy (MDFT) program has doubled the number of teams in Region 5 (Waterbury/Danbury/Torrington) and tripled its number of teams in Region 2 (New Haven/Milford). The program now serves youth and families in more than 55 cities and towns in Connecticut.

“We want to help youth and families achieve success and experience strong outcomes, despite struggles with behavioral health and substance abuse issues,” said Kimberly M. Nelson, LCSW, senior vice president, Services. “The expansion of our MDFT program teams will allow us to reach even more youth and families across Connecticut to truly help facilitate positive change.”

MDFT, funded by the Connecticut Department of Children and Families, is an innovative, intensive in-home service for youth, ages 9–18, with substance use issues, oppositional behaviors and family conflict.



Highlights

Helping Survivors of Hurricane Maria



Wheeler's New Britain and Hartford Care Coordination teams will serve individuals and families affected by Hurricane Maria.

Wheeler's Care Coordination teams in New Britain and Hartford were awarded a one-year grant from the Substance Abuse and Mental Health Services Administration to assist and treat families who fled to Connecticut from Puerto Rico after the devastation of Hurricane Maria.

Members of Wheeler's team will connect individuals and families with an array of mental health and primary care programs, as well as essential social and basic needs services and health insurance.

"This program allows us to respond directly to the unique needs of those individuals and families affected by that tragic hurricane disaster," said Kimberly M. Nelson, LCSW, senior vice president, Services. "Our teams will work collaboratively with families to identify their challenges and provide strategies and support for meeting each one."

Care Coordination is an in-home, community-based program that collaborates with families of children and adolescents with behavioral and emotional challenges by identifying family strengths and arranging appropriate supports and services to maintain children or adolescents in the community. The program is child-centered, strengths-based, family-driven and culturally sensitive.

Addressing the Opioid Crisis in Bristol



In December, Bristol Mayor Ellen Zoppo-Sassu announced a \$150,000 grant from the Connecticut Department of Mental Health and Addiction Services to enable the City to directly address the opioid crisis. The "How Can We Help?" recovery support services will be provided by Wheeler Clinic to Bristol residents through September 29, 2020.

"The Opioid Task Force has been working diligently to raise awareness of this critical issue in our community," Mayor Zoppo-Sassu said. "We're grateful to DMHAS for their support, and we look forward to working with Wheeler Clinic to provide this outreach and support for our residents dealing with crisis situations in their homes and families."

Susan Walkama, LCSW, president and chief executive officer of Wheeler Clinic, echoed the sentiments about the collaborative relationship between Wheeler and the City of Bristol. "We know that effective supports in the community make a tremendous difference for a person living with an addiction," Walkama said. "We've been a partner with the City in many of our community outreach efforts, and we are pleased to be able to offer our recovery coaches to individuals in recovery in their own homes."

Marco Palmeri, MPH, RS, Director of the Bristol-Burlington Health District, will be the project leader for this effort. Mr. Palmeri has played an important part in this cooperative grant process, and his office will supervise the recovery peer coach, compile statistics, and prepare reports for the State. "2019 can be the beginning of an entirely new life for some Bristol residents who are able to take advantage of this program," Palmeri said. "We're very lucky to have this opportunity to reach more people with this intensive model."

Southington Health Outreach Project Funded for Fifth Consecutive Year



The Main Street Community Foundation awarded Wheeler an \$80,000 grant to continue

the Southington Health Outreach Project. Now in its fifth year, this project employs a three-tiered approach to serving individuals and families, including outreach and health education, system navigation assistance, and efforts to reduce barriers to care such as transportation, child care concerns, and others.

Since the project's inception in 2015, 9,392 residents were reached through outreach; 556 programs, outreach and transportation services were coordinated; and two editions of the *Southington Behavioral Health Resource Directory* were printed.

The Southington Health Outreach Project is coordinated by Wheeler Clinic and funded by the Bradley H. Barnes & Leila U. Barnes Memorial Trust at Main Street Community Foundation.

Dollars and Change

Get Ready for Golf, June 10, 2019!



Wheeler's 34th Annual Golf Classic takes place June 10, 2019 at the Country Club of Farmington to support children and families in our care. Sign up to play or choose from an array of sponsorships, and you'll be part of a great day of fun that includes golf, lunch and dinner, prizes, recognition

for your business, and more! There are plenty of opportunities to participate for non-golfers as well. Visit WheelerClinic.org/golfclassic for more information or to register.



Thanks, Red Sox Foundation, for Your Support of Children in Wheeler Programs



The Red Sox Foundation is philanthropically supporting programs for children and adolescents living in Wheeler's community-based congregate care programs.

The two organizations have a long relationship; since 2003, the Foundation has provided youth from Wheeler the chance to attend Connecticut Day at Fenway Park, have lunch with the team, throw out first pitches, and—through philanthropy and player visits—supported the congregate care residential

settings that Wheeler operates at multiple locations in central Connecticut. The Foundation was honored by Wheeler in 2015 as a Hands and Hearts recipient, Wheeler's annual recognition for its most committed donors and partners.

"The Red Sox are committed philanthropic partners for the work we do," said Susan Walkama, LCSW, Wheeler president and chief executive officer. "We're extremely grateful for the once-in-a-lifetime opportunities the team provides for the children and adolescents in our care. The annual Connecticut Day games—meeting the team, throwing out the first pitch—are always the highlight of the year for the kids."

The Red Sox Foundation is the official team charity of the Boston Red Sox. Its mission is to make a difference in the lives of children, families, veterans, and communities in need by improving health, education, and recreational opportunities. For 17 years, the Foundation has donated much-needed support and resources to 1,620 New England organizations, as well as its own programs, such as RBI and Red Sox Scholars.

Will You Help?

Basic Needs Fund \$ _____

Your donation provides for the supports and services that insurance and other funding doesn't.

Wheeler Innovation Fund \$ _____

Your dollars allow our staff to experiment with new ideas and address issues with innovative approaches.

General Support \$ _____

Support the care of individuals, families, and communities across our state each year, through Wheeler's continuum of more than 100 services and programs.

Name (as you wish to see it printed)

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To benefit the children and families we serve.

MONDAY, JUNE 10, 2019

Country Club of Farmington
806 Farmington Avenue
Farmington, Connecticut



Register early online at WheelerClinic.org/Golf