



Wheeler

Innovative Care. Positive Change.

positive change

Fall 2015

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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.



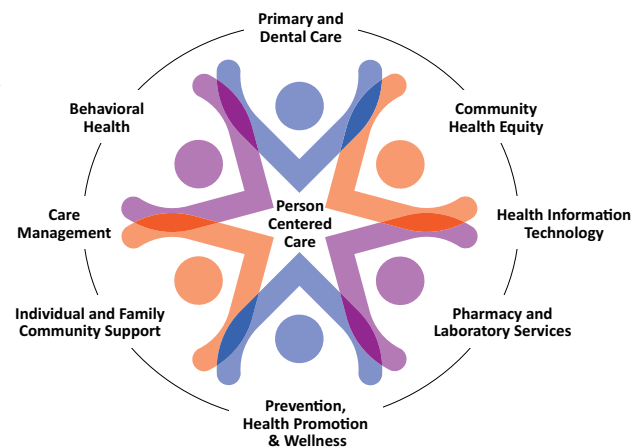
Focus on Integrated Care

Wheeler's holistic approach to care is grounded in the idea that an individual's physical and mental health are interrelated. This is especially true in populations with a high prevalence of mental illness and substance abuse histories, where individuals may see multiple providers, or, in many cases, none at all. People with mental illness and substance use disorders may die decades earlier than the average person—often from untreated and preventable chronic illnesses like hypertension, diabetes, obesity, and cardiovascular disease that are aggravated by poor health habits such as inadequate physical activity, poor nutrition, smoking, and use of alcohol and other drugs. Similarly, those with chronic illnesses often face co-existing challenges like anxiety and depression that impede a full recovery.

Integrated care takes a multi-disciplinary approach to meet the multiple health needs of individuals. Comprehensive primary and behavioral health services are offered in one location by a coordinated team, or in different locations with high levels of coordination between treatment teams. The goal is streamlined delivery of high-quality holistic care, more effective treatment, and overall health and wellness.

An integrated approach:

- **Improves access**, which reduces hospitalizations and emergency department visits, resulting in significant cost savings
- **Reduces or prevents health risks** such as heart disease, asthma, high blood pressure and obesity, which are often more severe in people with mental illness
- **Provides better care** that is consumer-focused, making patients equal partners in their overall wellness, which improves satisfaction and outcomes.



Multiple Paths to Health and Wellness

No matter how a child, adolescent, adult or family comes to Wheeler, they are viewed and treated as a whole person. Wheeler's integrated approach to care manifests itself in every program the organization offers.

Wheeler's Health and Wellness Centers: Integrated Care Under One Roof

Wheeler opened two Health & Wellness Centers in Bristol and Hartford in 2013, in collaboration with key health care partners, including Bristol Hospital and Saint Francis Care—a critical step in the transformation of Wheeler's health system and delivery of care. These centers provide an integrated, comprehensive continuum of patient-centered primary care, dental, pharmacy, behavioral health and community resources, and innovative substance abuse addiction services, supported by multidisciplinary health teams. The Wheeler Health & Wellness Center in Bristol recently was awarded a new access point grant as a federally qualified health center (FQHC) by the U.S. Department of Health and Human Services, Health Resources and Services Administration (HRSA) to expand health care services to meet the needs of residents of Bristol and the surrounding communities.

(Story, Page 3.)

(Focus on Integrated Care continued on Page 2.)



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a message of **change** from the president

www.wheelerclinic.org



If I think through my 25 years at Wheeler, it is difficult to identify another point when so much has changed in such a short period of time. The stories in this special issue demonstrate how Wheeler adapts and thrives in our changing health care environment.

The vision of community health that we implement daily connects us to the goals of our founders and aligns with our core mission. We are always willing and committed to explore new, and sometimes unexpected, approaches to care or new service delivery routes to meet the needs of the individuals and communities we serve. We are a state and national leader because of this willingness to innovate.

Our integrated approach provides better outcomes and access for individuals and families. It lowers costs in a changed health care environment that not only treats disease, but prevents illness and ensures whole-person wellness. Wheeler provides more services every day, in more settings and in new, innovative ways, through relationships with organizations like Bristol Hospital, Saint Francis Care and Anthem Blue Cross and Blue Shield of Connecticut.

Your support enables our success. Our collaborations drive our vision of an equitable future. I hope you join us on October 17, when we will recognize five individuals who share that vision at our fifth annual *Evening of Wonder* gala.

Susan Walkama, LCSW
President and Chief Executive Officer

Focus on Integrated Care (cont.)

Partners in Whole-Person Health: Wheeler Services in Other Primary Care Settings

Wheeler is a leader in integrating services in existing primary care settings. Building on a strong foundation established by Wheeler's long-standing collaboration with Pediatric Associates in Bristol since 2001, Wheeler is now engaged in other agreements with local health care providers to expand access to behavioral health services for children, adolescents and adults. The agreements embed qualified behavioral health therapists within primary health care practices to respond to behavioral health needs and referrals by on-site primary care staff and to collaborate in the promotion of overall patient wellness.

Support in a Crisis, When a Family Needs It the Most

Sometimes, families find themselves in emergency departments, facing behavioral health crises. Wheeler is there. In addition to offering at-home, on-call crisis services throughout central Connecticut, Wheeler also provides its Emergency Mobile Psychiatric Services (EMPS) program to the Connecticut Children's Medical Center (CCMC) Emergency Department to provide youth in crisis with on-site, rapid assessment and intervention and quick linkages to care. Wheeler's EMPS program, the highest volume provider in the state, served more than 3,200 people last year in 19 cities and towns across Connecticut, and is funded by the Department of Children and Families.

In Bristol, Wheeler and Bristol Hospital have collaborated to further improve behavioral health crisis services for children, adults and families in the community. Under the agreement, Wheeler assumes responsibility for Bristol Hospital's Emergency Department Crisis Service from 8 am to midnight, seven days a week, and provides immediate intervention and facilitated connections to community services and resources, including primary and behavioral health care. *(Story, Page 4.)*

Giving Pediatricians and Family Practice Physicians The Tools They Need

Through a unique collaboration with ValueOptions, CT and the Connecticut Department of Children and Families, Wheeler offers behavioral health consultation services to pediatric and family physician primary care practices through the ACCESS-MH CT (Access to all of Connecticut's Children of Every Socioeconomic Status - Mental Health Connecticut) program. Wheeler's program serves providers in 65 cities and towns in Litchfield and Fairfield Counties as well as other towns—nearly 1/3 of the state. Wheeler's established team of behavioral health professionals address inquiries from primary care physicians seeking behavioral health consultation for children and adolescents. The program helps to ensure that youth under the age of 19, regardless of insurance coverage, have access to psychiatric and behavioral health services through their primary care providers.

Wheeler Receives Community Health Center Grant to Support Bristol

Wheeler's Health & Wellness Center at 10 North Main Street, Bristol, has been awarded a new access point grant as a federally qualified health center (FQHC) by the U.S. Department of Health and Human Services, Health Resources and Services Administration (HRSA) to expand health care services to meet the needs of residents of Bristol and the surrounding communities.

Wheeler's award is a part of the \$169-million investment in Affordable Care Act funding to 266 new health center sites in 46 states, the District of Columbia and Puerto Rico for the delivery of comprehensive primary health care services in communities that need them most. These new health center sites are projected to increase access to health care services for over 1.2 million patients across the country.

"This award will significantly strengthen our efforts to meet the needs of underserved residents in Bristol and the surrounding communities by providing critical financial support that will allow Wheeler to expand integrated primary care, behavioral health and dental services to meet community needs," said Susan Walkama, LCSW, president and chief executive officer, Wheeler Clinic. "The investment strengthens our efforts to work with local community partners to deliver high-quality, accessible care to medically underserved, low-income and vulnerable individuals and families.



"The outstanding support we've received from Kurt Barwis and Bristol Hospital, local social service providers and Bristol leaders, including Mayor Cockayne and Representative Boukus, Representative Betts and Representative Nicastro, speaks to this community's commitment to ensuring accessible, efficient, whole-person care is available locally," said Walkama. "We are also incredibly grateful for the advocacy of Governor Malloy, Lieutenant Governor Wyman, Senator Blumenthal and Congressman Larson. Their support of our efforts in Bristol was instrumental in bringing these critical resources to Connecticut."

Wheeler's Health & Wellness Center in Bristol has served more than 1,000 individuals to date. The federal community health center grant will support expansion of services over the next two years to reach 3,000 individuals annually.

Dental Services Offered at Wheeler Health & Wellness Center, Bristol

The Wheeler Health & Wellness Center, in Bristol, now also offers on-site preventive dental services through the support of a \$75,000 grant from the Connecticut Health and Educational Facilities Authority (CHEFA).

Dental services, provided by a registered dental hygienist, include basic preventive services, such as cleanings, screenings, sealants, fluoride treatments and X-rays. Referrals and coordinated linkages to other dental providers and specialty services also are offered.



Grants from the Connecticut Health Foundation, the Anthem Blue Cross and Blue Shield Foundation and the United Way of West Central Connecticut also provided critical resources to help Wheeler establish the center's integrated services in Bristol.

Expanded Crisis Support for Adults and Families in Greater Bristol Region

Bristol Hospital and Wheeler Clinic have teamed up to further improve behavioral health crisis services for children, adults and families in the Greater Bristol region.

Under the agreement, Wheeler assumes responsibility for Bristol Hospital's Emergency Department Crisis Service from 8 am to midnight, seven days a week, and provides immediate intervention and facilitated connections to community services and resources, including primary and behavioral health care.

"The community health needs assessment we completed in 2013 clearly identified mental health and substance and alcohol abuse as priority health concerns," said Kurt A. Barwis, FACHE, president and chief executive officer of Bristol Hospital. "Our objective is to improve mental health outcomes, specifically in the areas of substance and alcohol abuse, leading to improved health and quality of life for the communities served by Bristol Hospital. Our collaboration with Wheeler Clinic will enhance access to behavioral health and other key services for patients and their families when they need it most urgently."

Wheeler's Crisis Team at the emergency department will conduct crisis evaluations and coordinate access to an array of community-based services for patients, including care management, extended day treatment, outpatient and residential substance abuse treatment programs, and wraparound supports, all of which offer long-term advantages over recurrent emergency department care. The agreement also connects patients to Wheeler's Health and Wellness Center at 10 North Main Street, Bristol, a federally qualified health center, for integrated primary and behavioral health services and dental care.



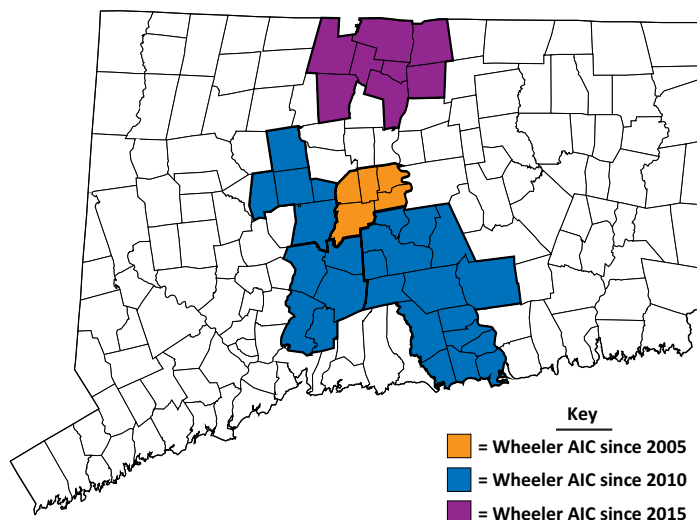
"Bristol Hospital and Wheeler have a long history of working together to improve the overall quality of life and care in the region," said Susan Walkama, LCSW, president and chief executive officer of Wheeler Clinic. "Patients with behavioral health needs will benefit from this coordinated approach to care that ensures access to high quality services and supports, and which prevents unnecessary emergency room visits, hospitalizations, and re-admissions. The end result for everyone is better health outcomes, an improved care experience, lower costs and the most appropriate linkages to services that can help individuals recover."

Wheeler's Substance Abuse Treatment Care Facilitation and Care Management Teams will also enhance discharge planning from Bristol Hospital for patients with serious behavioral health issues and create linkages to appropriate community behavioral health treatment and recovery support services.

Wheeler AIC Program Expands to Enfield Region

Wheeler was selected by the State of Connecticut Judicial Branch, Court Support Services Division (CSSD) to launch the Alternative in the Community (AIC) program in CSSD Region 13/Enfield. The program will serve court-involved adults in eight towns in this region, including Enfield, Granby, East Granby, Simsbury, Windsor, East Windsor, Windsor Locks and Suffield.

Wheeler's AIC programs, also located in Bristol, Meriden, New Britain, and Middletown, offer community-based intervention services for adults involved with the court or probation. The program uses a curriculum-driven, evidence-based model designed to assess the needs of each individual and reduce their involvement in the criminal justice system. Services include substance abuse intervention, skill-building, community service opportunities, job development and placement, case management, and educational, basic needs and vocational supports and more. Wheeler's AIC programs are funded by CSSD.



Innovative In-home Eating Disorder Program and Substance Abuse Services Expansion for Anthem-enrolled Youth, Young Adults



An innovative, evidence-based eating disorder treatment program is now available for Anthem-enrolled youth or young adults at risk for—or struggling with—an eating disorder and delivered to individuals and families right in their homes.

Wheeler's In-Home Behavioral Health Services - Eating Disorder Program provides a local, in-home alternative to residential eating disorder treatment centers. The program centers on an innovative, evidence-based program for adolescents and young adults, ages 10-24, either at early stages of an emerging anorexia nervosa disorder or diagnosed with anorexia nervosa disorder, including those with accompanying behavioral and emotional needs.

"The program provides an effective approach to intervention at the earliest stages and achieves significantly better treatment outcomes for youth diagnosed with eating disorders than treatment as usual," said Kim Nelson, LCSW, vice president of outpatient and community-based services at Wheeler.

The continuum of substance abuse intervention and treatment services offered by Wheeler has also been expanded to serve Anthem-enrolled families with children and youth ages 9-18 who may be at-risk for or who have substance abuse issues. Wheeler's array of addiction services offer a flexible combination of widely-recognized in-home and outpatient programs, as well as new family intervention services that provide parents/family members with information and strategies on substance abuse and parenting adolescents and encourages age-appropriate parenting skills including monitoring, limit setting, consequences, and motivating youth to get into treatment.

"Wheeler's noteworthy outcomes, demonstrated capacity to deliver quality, community-based services and extensive experience serving families across Connecticut made this an ideal collaboration," said Jill Rubin Hummel, president, Anthem Blue Cross and Blue Shield. "Our projects with Wheeler have been driven by a shared spirit of innovation and a commitment to increasing access to behavioral health services to those most in need throughout the state. We are very excited about supporting Wheeler's eating disorder and substance use treatment programs as they provide new, evidence-based treatment options for our members, delivered in the home setting, where they are likely to be of most benefit."

These approaches to care are part of Wheeler's Centers of Excellence, which provide cutting-edge clinical innovation through the use of evidence-based practices, offer world-class customer care, and provide easy access to a comprehensive array of treatment and recovery services that are culturally, gender-, and age-responsive. The Centers of Excellence programs partner with youth and families to yield excellent outcomes and high client satisfaction.



**CHILD &
ADOLESCENT**

Wheeler Sponsors Upcoming Community Health Forum

Wheeler is a Polk Sponsor of "Get Health Wise: The Benefits of Preventive Care," a community forum hosted by the Connecticut Health I-Team, in collaboration with ConnectiCare, on October 7 at the Artists Collective, Hartford from 5:30-7:30 pm. The event brings together leaders in preventive care in the fields of diabetes, heart disease, cancer, mental health and primary care to discuss strategies for improving individual and community health. Jill Creamer, LCSW, associate director of Wheeler's Children's Community-based Services, will participate in a track focused on innovative approaches to reduce emergency room utilization. Michelle van Duinen, APRN, Wheeler vice president of health center operations, will participate in a discussion focused on prevention in the changing primary care landscape. Visit c-hit.org for more information.

Wheeler Receives Three-Year Federal Grant to Implement Mental Health First Aid Training

In September, Senators Richard Blumenthal and Chris Murphy announced a three-year \$375,000 grant to Wheeler from the Substance Abuse Mental Health Services Administration

to implement Mental Health First Aid training for professionals working with at-risk transition-aged youth, ages 18-24.



highlights

A Hospitable Donation

Employees from the Marriott Hartford Downtown donated more than 40 backpacks filled with school supplies to children in Wheeler's Hartford-based programs. Thank you for making a world of difference to the children in our care.



DMHAS Commissioner Tours Wheeler Health & Wellness Center, Bristol

Connecticut Department of Mental Health and Addiction Services Commissioner Miriam E. Delphin-Rittmon, Ph.D., (right) and Wheeler President and Chief Executive Officer, Susan Walkama, pause for a photo after Dr. Rittmon's recent tour of the Wheeler Health & Wellness Center, Bristol, where she learned more about Wheeler's patient-centered integrated primary and behavioral health care services.

Wheeler Celebrates 30th Annual Golf Classic

We are extremely grateful for the generous support of our 30th Annual Wheeler Golf Classic sponsors, golfers, volunteers, tournament committee and friends! This year, we broke our record for the number of golfers who participated and the amount of funds raised, \$58,000!

Special thanks to Production Fasteners, Inc. (left) and Yarde Metal (right) for supporting the child and families we serve for the past 30 years.



5th Annual Hands & Hearts Reception



Five business leaders, non-profit organizations and individuals were recognized for their outstanding support at Wheeler's 5th Annual Hands & Hearts Reception on May 20.

Susan Walkama, LCSW (center) with Hands & Hearts recipients from left, John J. Jacobson, Reid and Riege, P.C.; Ralph, Harold and Ed Lorenson, Lorenson Family; Bill Woollacott, Hooker & Holcombe; and Boris Levin and Susan Spargo, Mott Corporation. (Not pictured: the Red Sox Foundation).

Coming in November

Special Edition E-News focused on the impact of philanthropy at Wheeler!

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www.wheelerclinic.org/news

Our online donation feature makes it
easy to give. Go to give.wheelerclinic.org.

2015-2016 annual fund

dollars and change

EVENING OF WONDER

Wheeler's 5th Annual Evening of Wonder on Saturday, October 17, at the Hartford Marriott Downtown, celebrates recovery, health and growth at all stages of life and will honor leaders who are committed to delivering integrated care and building health equity in underserved communities with the Gold Star Award.

Gold Star Honorees



- **Sharon D. Langer, MEd, JD**
Advocacy Director, Connecticut Voices for Children
- **Jose Ortiz, MBA, MS, LADC**
President and Chief Executive Officer, Hispanic Health Council
- **Gregory Scott**
Vice Chairman and National Sector Leader, Health Plans, Deloitte LLP
- **Adam R. Silverman, MD, FACP**
Vice President for Ambulatory Strategy and Development, Saint Francis Care
- **Brad Witte, PhD**
Care Management Director, Anthem Blue Cross Blue Shield

Proceeds from Evening of Wonder support Wheeler's continuum of coordinated, integrated primary and behavioral health care services. Aetna returns as the Presenting Sponsor and has provided leadership support for this event since 2011. This year, additional top supporters include Broadcast Sponsor WFSB - Channel 3 Eyewitness News; Platinum Sponsors Anthem Blue Cross and Blue Shield, Cigna and Northwestern Mutual; and Print Sponsor C&R Marketing Services of Bristol. Jake Biscoglio and William D. Gombatz, Wheeler trustees, serve as event co-chairs.

Join us or consider sponsoring this extraordinary event.

Visit give.wheelerclinic.org/EveningofWonder for information and to register.

There's Always Time to Give

Visit give.wheelerclinic.org or fill out the adjacent form. We need your support now more than ever to ensure the delivery of critical programs and services to children and families in our communities.



**Please accept this contribution to help
Wheeler Clinic continue fostering positive
change in the years ahead.**

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- ☐ \$500-999 Leader
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- ☐ Check enclosed **or** ☐ Charge my credit card
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Account Number

Exp. Date

Security Code

Signature

- ☐ I have enclosed a matching gift form from my employer.
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EVENING OF WONDER

CELEBRATING RECOVERY, HEALTH AND GROWTH
AT ALL STAGES OF LIFE.

Saturday, October 17, 2015

Hartford Marriott Downtown
200 Columbus Boulevard, Hartford, CT

6:00 pm Reception & Silent Auction
7:00 pm Dinner & Live Auction

Lt. Governor Nancy Wyman, Honorary Chair
Dennis House and Kara Sundlun, Masters of Ceremonies

Presenting Sponsor

aetnaSM