organizations for a deeper community reach, and immediate response to our patients’ struggles through our Basic Needs Fund. Wheeler boldly continues to be a positive force for the populations we serve.

Our ability to navigate and nimbly adjust direction during this notable period—and to imagine a more promising future—is made possible through your generous support. Because of YOU, we deliver compassionate, equitable care and services to 50,000 people annually in 90 percent of communities across the state. Because of YOU, we meet the basic needs of thousands of patients and families. Because of YOU, we are broadening our continuum of services across the lifespan and across Connecticut so that people everywhere can live healthier, productive lives.

Thank you for your partnership and generosity and for making health, recovery, and growth possible.

This past year, amid the ongoing challenges of the COVID-19 pandemic, Wheeler continued to meet the dynamic needs of individuals, families, and communities across Connecticut.

We quickly expanded our service delivery. We steadily and effectively transitioned back to in-person care, with more than 90 percent of services now delivered in-person. We opened new community health centers in Plainville and New Britain. We launched inclusive, affirming care for the LGBTQ+ community and introduced an intensive outpatient program to help people thrive in daily life. We also unveiled essential recovery services for expectant women and families affected by substance use and launched dental services in Hartford for individuals with intellectual and developmental disabilities.

We consistently pivoted in other ways, too, through urgent delivery of COVID-19 testing and vaccines to vulnerable populations, partnerships with local organizations for a deeper community reach, and immediate response to our patients’ struggles through our Basic Needs Fund. Wheeler boldly continues to be a positive force for the populations we serve.

Our ability to navigate and nimbly adjust direction during this notable period—and to imagine a more promising future—is made possible through your generous support.

Because of YOU, we deliver compassionate, equitable care and services to 50,000 people annually in 90 percent of communities across the state. Because of YOU, we meet the basic needs of thousands of patients and families. Because of YOU, we are broadening our continuum of services across the lifespan and across Connecticut so that people everywhere can live healthier, productive lives.

Thank you for your partnership and generosity and for making health, recovery, and growth possible.

Sabrina Trocchi, PhD, MPA
President and CEO

James Moylan
Chair, Board of Trustees, 2021
2020-2021 Board of Trustees

OFFICERS
James Moylan
Chair
Francis Vincent
Vice Chair
Rachel Tressy
Treasurer
Mary Rodier
Secretary
Sabrina Trocchi, PhD, MPA
President & CEO
Shauna Monts, MBA, SPHR, SHRM-SP
Assistant Secretary

MEMBERS
Marian Acker, CPA
Melissa Barton, MBA
Mary R. Connolly
Patricia Duclos-Miller, MSN, RN, NE-BC
Charles J. Herbert, CFP
Lee Hoffman, MD
Joanne León, PhD, LCSW
James Moylan
Brian O’Donnell, JD

Mary C. Rodier, CPA
Licedia Souchet
Myron P. Stewart, MBA
Rachel Tressy, CPA
Julie Vigil, MS, MPH, CHC, CHRC
Francis Vincent, MBA
Dennis R. Williams, MBA
Hyekyung Yang, PhD

CHAMPIONS OF HEALTH, RECOVERY, AND GROWTH

Donor support is essential to our ability to deliver whole-person, accessible care and reduce health disparities. We are especially grateful to:

Access Health CT Small Business
Marian Acker
Allaire Elder Law LLC
Barnes Group Foundation
Ms. Melissa Barton
Mr. Courtney Bourns
Lori Ann and David Brantner
Charitable Fund
Brown & Brown of Lehigh Valley
Mr. Steven Bull
Camilliere, Cloud & Kennedy
Howey Family Fund at the Community Foundation of Greater New Britain
John Noxon “Nox” and Cherry Howard
Fund at the Community Foundation of Greater New Britain
Connecticut Chapter, CPCU
Connecticut Health and Educational Facilities Authority
Connecticut Health Foundation
Mary R. Connolly and Stephen Allaire
Richard and Elaine Couture
D’Amato Construction Co., Inc.
Delta Dental of New Jersey Foundation
Ms. Patricia Duclos-Miller
Genoa Healthcare
GetzBalich
Gibbs Wire & Steel
Gnazzo Food Center
GO Agency
Mr. William Gombatz
Hartford Foundation for Public Giving
Charles and Karen Herbert
Mary and Peter Hess
Lee Hoffman, MD
Maximilian E. and Marion O. Hoffman Foundation
Holcomb Farm
Dennis and Mary Keenan
The Brian and Marilyn Lindsay Foundation
Loureiro Engineering Associates
Dennis Keenan Fund at the Main Street Community Foundation
Manafort Family Foundation, Inc.
McPhee Electric
Mitchell Auto Group
Mott Corporation
Jacqueline and David Mott
Jim and Janet Moylan
Mutual of America
Northwestern Mutual Financial Network
People’s United Bank
Prime Buchholz, LLC

New Britain Community Health Center Expands

Wheeler’s New Britain community health center moved to 40 Hart Street in the summer of 2021, offering individuals and families of all ages an expanded continuum of integrated health care. Primary and behavioral health for all ages, chronic disease management, chiropractic and nutrition services, and medication-assisted treatment for alcohol and opioid addiction, are among the services offered. A full-service onsite Genoa Healthcare® pharmacy and Quest Diagnostics® laboratory also are located at this site.

Joe and Elaine Puzzo
Mr. Pierre Richard
Mary and Louis Rodier
RYAN Business Systems, Inc.
Mr. Nicolangelo Scibelli
Mr. John Sponauer
Myron and Desiree Stewart
Jonathan Stolzenberg, MD
Tecton Architects, P.C.
Jane and Dick Tedder
Ann E. Thomas and Michael B. Bonzagni
Thomaston Savings Bank
Tollman Spring Company, Inc.
William and Laurie Torres
Rachel and Richard Tressy
Sabrina Trocchi, PhD, MPA
United Way of Central and Northeastern Connecticut
United Way of West Central Connecticut
Francis and Erin Vincent
Susan and Kenneth Walkama
Whittlesey
Dennis and Tamara Williams
Wireless Zone Foundation for Giving
Hyekyung Yang, PhD
Yarde Metals
YEAR IN REVIEW

Meeting Needs Amid a Crisis

• Moved more than 90 percent of services from telehealth back to in-person care, serving individuals and families in homes, schools, and the community.

• Conducted robust COVID-19 testing services to meet the needs of underserved residents in communities across Central Connecticut.

• Delivered COVID-19 vaccines using a socially equitable strategy through community health centers in Bristol, Hartford, New Britain, Plainville, and Waterbury.

• Coordinated care and services in response to the COVID-19 pandemic, with support from the Hartford Foundation for Public Giving, the Connecticut Health and Educational Facilities Authority (CHEFA), United Way of Central and Northeastern Connecticut, and the Connecticut Health Foundation through the Community Health Center Association of Connecticut.

Expanding Care for the Community

• Expanded services at our Plainville community health center at 91 Northwest Drive to include new intensive outpatient services, ‘Walk With Me’ LGBTQ+ responsive services, and integrated primary and behavioral health for the whole family.

• Expanded health center services at 855 Lakewood Road, Waterbury, including chiropractic care, medication-assisted treatment for addiction, nutrition services, and more.

• Received a two-year, $5-million federal grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) to expand mental health services for children, adolescents, and adults through community health centers in Bristol, Hartford, New Britain, Plainville, and Waterbury.

• Awarded a five-year, $2.6-million federal grant from SAMHSA to expand and enhance access to medication-assisted treatment and recovery supports for adults in Waterbury with opioid use disorders.

• Secured a five-year, $625,000 Mental Health Awareness Training Emergency Services (MHAT-ES) grant from SAMHSA to deliver Mental Health First Aid training to emergency services and other frontline personnel across Connecticut.

Creating Partnerships for Meaningful Impact

• Partnered with the City of Hartford and the United Way of Central and Northeastern Connecticut on a campaign for flu and COVID-19 vaccination in the capital city.

• Teamed with the Hartford Foundation for Public Giving and the Hispanic Health Council on COVID-19 vaccine outreach.

• Collaborated with Harc, Inc. to meet the dental health needs of individuals with intellectual and developmental disabilities in Hartford, thanks to a one-year $50,000 grant from the Delta Dental of New Jersey Foundation.

• Partnered with Holcomb Farm to expand fresh produce distribution to hundreds of patients in Bristol, Hartford, New Britain, Plainville, and Waterbury, through a commitment from Wheeler, private donations, and a matching gift from The Friends of Holcomb Farm through its Fresh Access Program.

Leading by Example, Spurring Change

• Wheeler’s President & CEO, Sabrina Trocchi, PhD, MPA, was a 2021 Hartford Business Journal “Women in Business” award winner, recognized for leadership, particularly during the height of the COVID-19 pandemic. Sabrina also was recognized as a Hartford Business Journal “Power 25 Health Care” leader for 2021.

• Wheeler’s Nursing Team received the 2021 “Excellence in the Workplace Award” from the Connecticut Nurses Association. The award honors workplaces that have achieved an environment that “empowers nurses, promotes professional autonomy and control over nursing practice.”

• Wheeler Chief Financial Officer, Athena Dellas Szczesniak, MBA, received a 2021 C-Suite Award from the Hartford Business Journal for her leadership, vision, and significant contributions to Wheeler.

• Two of Wheeler’s leaders received Hartford Business Journal “Health Care Heroes Awards.” Vice President of Nursing Tina Loarte-Rodriguez, MSN, RN, CIC, CPPS, CPHRM, was honored in the Nursing category. Wheeler Board of Trustees Chair, Jim Moylan, was recognized in the Volunteer category.

“Very caring and compassionate staff. You will feel important, like the staff really care!”
THE IMPACT OF PHILANTHROPY

Your generosity and support help us to continue to encourage health, recovery, and growth in the lives of the individuals and families we serve, especially during this time.

Major Gift Creates Transgender Peer Support, Medical, Therapy Services
A $100,000 gift through an anonymous donor funded the creation of a specialized service to provide transgender adolescents and young adults with peer support, medical care, and gender-responsive therapy. “Walk With Me” is available at Wheeler’s community health centers in Plainville and Hartford.

Supporting Health Outcomes through Fitness and Exercise
An anonymous donor gift and pledge match campaign raised $26,000 to support patient fitness and wellness. The gift supports, within a supervised plan of health care at Wheeler, gym memberships, personal coaching, fitness programs, and equipment needed for motivated patients to become healthier through exercise.

36th Annual Golf Classic, Presented by Mutual of America Financial Group
Wheeler’s 36th Annual Golf Classic, presented by Mutual of America Financial Group, raised $52,000 to support Wheeler’s Basic Needs Fund and patients at its community health centers. The total amount raised through this event since 1986 is more than $1.3 million.

Grant Facilitates Purchase of School Technology
A $25,000 grant from the Maximilian E. & Marion O. Hoffman Foundation, Inc. helped to purchase Chromebook laptops for students, teachers, and paraprofessionals at Northwest Village School, providing greater flexibility for both in-classroom and distance learning.

Honoring Donors for Their Commitment
In December 2020, organizations and individuals were recognized for outstanding support of Wheeler’s mission at the organization’s 10th Annual Hands & Hearts event, held virtually, including:

- American Savings Foundation of New Britain for a grant award, which Wheeler was able to match 1:1, to purchase and provide naloxone (NARCAN®) for distribution through Wheeler’s Waterbury community health center.
- The Brian and Marilyn Lindsay Foundation of Avon, for support of Wheeler’s Basic Needs Fund and addiction services for the past two years, with a focus on addressing the ongoing opioid crisis.
- Pastor Christopher Walker of Unionville, who supports Wheeler’s Basic Needs Fund in memory of his late wife, Martha Walker, who worked at Wheeler.
- Jacqueline and David Mott of Canton for giving in the height of the pandemic to support Wheeler’s community health workers doing vital work.
- The Mott Health Ambassadors for providing more than 500 hours of service since 2016 as part of a unique corporate philanthropic partnership between Farmington-based Mott Corporation and Wheeler.

REAL IMPACT.
A patient at our Bristol community health center knew he had to address his addiction, and a friend’s death shocked him and prompted his treatment. He’s still in recovery, more than two years later, working with our peer support staff and seeing us for primary care now, too. During the pandemic, we were able to help him with some groceries when things were tight, through our Basic Needs Fund.

A graduating senior told us that he’d been accepted to community college, but couldn’t afford a laptop… could he keep the one he’d used at Northwest Village School? We bought him a new one, instead, through the support of a donor.

Read more stories at: WheelerHealth.org/basicneeds

“We are very fortunate to have the programs at Wheeler, and I would like to encourage all of you to take advantage of them.”
BY THE NUMBERS

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

TOTAL FY21 REVENUE:

$79,671,458

<table>
<thead>
<tr>
<th>Service Type</th>
<th>FY21 Revenue</th>
<th>FY21 Share of Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition</td>
<td>11,671,458</td>
<td>14.9%</td>
</tr>
<tr>
<td>Fees</td>
<td>26,681,080</td>
<td>33.2%</td>
</tr>
<tr>
<td>State Grants</td>
<td>13,415,210</td>
<td>50.9%</td>
</tr>
<tr>
<td>Community Contributions, United Way</td>
<td>717,844</td>
<td>0.9%</td>
</tr>
<tr>
<td>Investment Income</td>
<td>10,403,360</td>
<td>13.2%</td>
</tr>
<tr>
<td>Special Education</td>
<td>9,710,140</td>
<td>12.6%</td>
</tr>
<tr>
<td>Children’s Residential and Foster Care</td>
<td>6,580,150</td>
<td>8.2%</td>
</tr>
<tr>
<td>Outpatient and Intensive Adult Services</td>
<td>580,000</td>
<td>0.7%</td>
</tr>
<tr>
<td>Outpatient and Intensive In-Home Children’s Services</td>
<td>15,106,330</td>
<td>19.6%</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>3,210,950</td>
<td>4.1%</td>
</tr>
<tr>
<td>Training, Prevention, Early Childhood Services</td>
<td>8,798,520</td>
<td>11.9%</td>
</tr>
<tr>
<td>Health &amp; Wellness</td>
<td>19,851,600</td>
<td>24.1%</td>
</tr>
<tr>
<td>Management and Support</td>
<td>9,710,140</td>
<td>12.6%</td>
</tr>
<tr>
<td>Facilities and Administration</td>
<td>1,081,000</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

Figures unaudited.
<table>
<thead>
<tr>
<th>Statistic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>33,771</td>
<td>Total number of patients with whom Wheeler interacted through direct care, telephone, and outreach activities.</td>
</tr>
<tr>
<td>2,633</td>
<td>Wheeler’s new Family Health &amp; Wellness Center in Waterbury opened in May 2020 and saw 2,633 patients in FY21, an increase of 73% from the previous year.</td>
</tr>
<tr>
<td>126,719</td>
<td>Individuals impacted by Connecticut Clearinghouse services including: the dissemination of prevention, wellness, mental health promotions, substance use treatment and recovery materials; trainings, conferences, and forums; statewide prevention and awareness campaigns, and more.</td>
</tr>
<tr>
<td>32,629</td>
<td>Inquiries to Wheeler’s Access Line pertaining to statewide substance use, treatment, and support resources were answered.</td>
</tr>
<tr>
<td>26,453</td>
<td>Substance use, prevention, and mental health materials were disseminated through Change the Script, a statewide opioid prevention campaign managed by Wheeler’s Connecticut Clearinghouse and funded by the Connecticut Department of Mental Health and Addiction Services.</td>
</tr>
<tr>
<td>440</td>
<td>Young children were served directly through Wheeler’s early childhood programs.</td>
</tr>
<tr>
<td>2,962</td>
<td>Wheeler is the largest provider of Mobile Crisis Intervention Services in the state, serving youth in crisis and providing 2,962 episodes of care. Schools are the number one referral source for Mobile Crisis.</td>
</tr>
<tr>
<td>33%</td>
<td>Increase in child mental health consultation with pediatric practices in Fairfield, Hartford, Litchfield, Middlesex, and New Haven Counties, through the Access Mental Health CT program.</td>
</tr>
<tr>
<td>1,159</td>
<td>Bags of fresh produce were distributed to Wheeler community health center patients through the Holcomb Farm Fresh Access Program.</td>
</tr>
<tr>
<td>1,261</td>
<td>Nutrition visits, follow ups, instructional sessions, and patient interactions happened through Wheeler’s Bristol, Hartford, New Britain, and Waterbury community health centers.</td>
</tr>
<tr>
<td>100%</td>
<td>The 2020–2021 Northwest Village School graduation rate for four-year students, compared to the statewide rate of 89% of students with special needs.</td>
</tr>
</tbody>
</table>

**FROM ONE OF OUR OUTREACH WORKERS:**

“I had a patient who needed help from the Basic Needs Fund. The patient was crying during her visit because she needed funds for groceries. I was called in and explained to her that we offer support if people need it. We were able to give her a gift card to Stop & Shop right there. When she returned to her next appointment, she asked to speak to me in private. She said, “Thank you for the gift card...it helped out a lot,” and that “She never thought there was a place that truly loved their patients and would help them if they needed it.”
LICENSURE AND ACCREDITATION

Connecticut Department of Children and Families
Connecticut Department of Education
Connecticut Department of Public Health
The Joint Commission
National Committee for Quality Assurance