

2011 – LEADERSHIP MESSAGE: A YEAR OF ACCOMPLISHMENTS

2011 was a year of many accomplishments at UCFS. The combination of a poor economy and continued high unemployment has created an increased demand for our services. This year we provided 76,426 visits to 12,918 clients, an increase in visits of 13.3%. Our Women's Health Practice continues to grow and we are currently adding over 100 new patients a month to our Women's Health Practice. We continue to add new providers to meet the growing demand for our services and in the year ahead we estimate that our visits will exceed 88,000 visits.

We also had a successful year in fund raising as we received the largest single gift ever donated to UCFS. The Edward and Mary Lord Foundation generously donated \$450,000 to support the renovation of our Norwich Health Center which is necessary to support our growth and increased demand for our services.

In addition, with the support of our entire delegation of local legislators we were able to obtain \$3.4 million in state of Connecticut bonding funds to support the renovation of the Norwich Health Center site. This combination of private and state funding demonstrates that the community recognizes and supports our good work.

You may have noticed a new sign on our Norwich Health Center, now known as The Edward and Mary Lord Family Health Center at UCFS. There are a lot of changes going on inside the building as well. Renovations during this phase of construction included new behavioral health and community outreach offices, a new medical treatment room, two new dental operatories, a new medical records space and a larger more comfortable employee lounge. In the next phase our Helping Hands Thrift Store will be moving across the street to 34 Town Street and we will welcome a Backus Lab into the vacated space in early 2012. We are excited to continue to partner with Backus with initiatives that benefit not only our clients but the community at large. Having a lab

within steps of our health center will provide our clients with the opportunity to follow through with their plan of care and eliminate transportation barriers that often impact our client's ability to receive care.

It has been a year of progress and accomplishment due to a committed and dedicated staff supported by a grateful community.



Dan Lohr
Board Chair

An Uncertain Future

It has truly been a remarkable year but unfortunately we face an uncertain future. The same bad economy that increases our demand has taken its toll on our funding resources. We have already seen a decrease in program support from the state of Connecticut and more cuts are anticipated.



Chuck Seeman
President/CEO

As the debt crisis looms in Washington there is talk about reductions in Medicaid. Local municipalities have reduced funding and the competition for United Way funding has increased. The net result of this financial pressure is that we must find ways to work smarter and to deliver care more efficiently. We must find a way to make our practices self-sustaining.

A Commitment to our Mission

In spite of these financial challenges we remain true to our mission to improve the health and well-being of the community. With the support of our community, Board of Directors and with the dedication of our staff we will continue to serve the community as we have since 1877.

THE EDWARD & MARY LORD FAMILY HEALTH CENTER AT 

There's a New Name in Town...

THANK YOU TO OUR GENEROUS COMMUNITY SUPPORTERS.

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 Ms. Irene Weiss
 The William W. Backus Hospital

FINANCIALS

Operational Revenue

Fees	\$11,187,636
Grants	\$7,126,868
Contracts	\$1,441,394
United Way	\$498,179
Special Events & Contributions	\$104,204
Other	\$130,663

Total Operational Revenue: \$20,488,944

Operational Expenses

Behavioral Health Services	\$8,787,942
Primary Medical Care	\$2,536,545
Women's Health Services	\$807,205
Dental Health Services	\$1,975,377
Community Health Services	\$784,740
Adult Day Care Centers	\$802,618
Sheltering Arms	\$946,428
Employee Assistance Services	\$223,924
Volunteer Services	\$160,466
Administration	\$3,268,437

Total Operational Expenses: \$20,293,682

Annual Operating Surplus: \$195,262

Unaudited - fiscal year ended June 30, 2011

FUNDERS

State of Connecticut Departments of:
 Children and Families, Social Services, Developmental Services, Mental Health and Addiction Services, Public Health, Judicial Branch: Court Support Services Division
 Backus Foundation
 Berkely & Louise Cue Clat
 Bodenwein Public Benevolent Foundation
 CVS
 Chelsea Groton Foundation
 Connecticut Council of Family Service Agencies
 Connecticut Health Foundation
 Community Foundation of Eastern CT – Norwich Area Women & Girls Fund
 Community Foundation of Southeastern Connecticut
 Community Health Center Association of Connecticut
 Corporation for National and Community Service
 Dominion Employee Giving Foundation
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 Eastern CT Association of Realtors Charitable & Education Fund
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 Pfizer Matching Gifts Program
 Senior Resources Agency on Aging
 James P. & Mary E. Shea Perpetual Trust
 R.S. Gernon Trust
 United Way of Central & Northeastern Connecticut
 United Way of Southeastern Connecticut
 Wal-Mart
 Towns of:
 East Lyme, Franklin, Groton, Lisbon, Lyme, Preston, Waterford, Montville



UCFS held its 14th Annual ALL WOMEN'S GOLF TOURNAMENT

on Monday, June 27, 2011 at Stonington Country Club.

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