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United Community and Family Services sees increase in client visits

NORWICH - In the latest fiscal year, United Community and Family Services saw a 22.3 percent jump in volume and managed more than 31,000 primary care client visits – figures that show how significant a role the nonprofit plays across the region, its leader said Thursday.

“At UCFS, we have made it a priority to increase our capacity to provide more care for those in need,” President and CEO Chuck Seeman said during the organization’s 137th annual meeting at Norwich Technical High School.

A fitting venue, organizers said, since in August UCFS partnered with the Mahan Drive institution to open a School Based Health Center, which allows students to take advantage of primary care, oral hygiene and behavioral health counseling during school hours.

Since it began on Aug. 27, more than 90 students have enrolled. Seeman pointed to it as one of several significant milestones achieved by UCFS over the past 12 months. In March, a community transition team office opened in Colebrook to provide in-home services throughout Middlesex County.

The most significant capital addition last year was completion of a \$5.5 million expansion of the Edward and Mary Lord Family Health Center – a project that increased capacity there by 50 percent, added 12 new treatment rooms, 18 behavioral health offices and a new dental facility.

“Our communities need UCFS, and we’re here to serve them as best we can,” Seeman said.

Officials also introduced “Focus on UCFS,” its new multi-media marketing campaign designed to show how far-ranging the nonprofit’s services are in the region.

“Our goal is enable clients to play an even bigger role in their own care,” Seeman said.

With an expanding population of immigrants, UCFS has proven to be essential in the health and well-being for that community, said board member Solomon Pillay.

“UCFS serves with compassion, care and love but also with excellence,” he said. “UCFS’s vision is alive, it’s real and really making an impact to the nations we have at our doorstep in Eastern Connecticut.”

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