

STATISTICS

Primary Care

44,396 client visits
12,147 unique clients seen

Women's Health

3,205 client visits
1,901 unique clients seen

Dental

21,168 client visits
7,535 unique clients seen

Behavioral Health

80,510 client visits
4,917 unique clients seen

Community-Based Behavioral Health

Over **2,600** children and their families served

Total All Sites

149,279 client visits
19,302 unique clients seen

UCFS held their 2018 Golf Tournament on Monday, June 25, 2018 at the Stonington Country Club. Thank you to the businesses and individuals who contributed sponsorships, prizes, giveaways, and their time to this event.

Major Sponsor

JTK Management Restaurants

Dinner Sponsor

Rose & Kiernan, Inc.

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Winthrop Wealth Management

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The Associated Construction Company
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Supporters

Eastern CT Savings Bank
Genoa, a QoI Healthcare Company
Guardian Life Insurance Company of America
M.J. Sullivan Automotive Corner
Miranda Creative

Access to Care

786 unduplicated clients served
1,693 screenings
2,101 applications for insurance and other assistance programs

Case Management

989 clients served

Medical Home

189 families served

Eldercare Services

Ross Adult Day Center

87 clients
7,903 days

Sheltering Arms Residential Care

38 clients
9,052 days

Mohegan Tribe/Mohegan Sun
Mystic Asset Management
Norwich Public Utilities
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5 SCOOP Photography
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Pequot Golf Club
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Stonington Country Club
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UCFS Board of Directors
UCFS Senior Management Team
Uncle D's Blazin BBQ
WR Allen Companies, Inc.
Zack's Bar and Grille

SAVE THE DATE FOR NEXT YEAR'S TOURNAMENT, June 24, 2019.

FUNDING SOURCES

FEDERAL, STATE, LOCAL, AND FOUNDATION GRANTS

State of CT Department of:

– Children and Families
– Mental Health and Addiction Services
– Office of Early Childhood
– Public Health
– Social Services
– Transportation
Chamber of Commerce of Eastern Connecticut Foundation
Chelsea Groton Foundation
Child Health and Development Institute
Connecticut Health and Educational Facilities Authority
CT Trust for Historic Preservation
Senior Resources Agency on Aging
Social Finance CT Family Stability 2016 LLC, in conjunction with Yale Child Study Center
Advanced Behavioral Health, Inc.
Community Health Center Association of CT (CHCACT)
U.S. Department of Agriculture – Food Nutrition Service Child and Adult Care Food Program
U.S. Department of Health and Human Services Health Resources and Service Administration (HRSA)
National Association of Health Centers (NAHC)
CVS Foundation
Dime Bank Foundation
Dominion Foundation
Frank Johnson Trust
Frank Loomis Palmer Fund
Give Kids a Smile (CSDA)
Norwich Area Physician's Fund
Norwich Rotary Foundation
Olga Sipolin Children's Fund
R.S. Gernon Trust
Reliance House (REGI)
The Edward and Mary Lord Foundation
United Way (EFSP)
Workers Compensation Trust

UNITED WAY CONTRIBUTIONS

United Way of Southeastern Connecticut
United Way Campaign
Valley of the Sun United Way
Middlesex United Way
Your Cause, LLC Trustee for Pfizer Foundation
Your Cause, LLC Trustee for Pfizer Campaign

CITY AND TOWN CONTRIBUTIONS

– Lyme – Preston
– Norwich – Waterford
– Lisbon – East Lyme
– Montville – Griswold
– Franklin – Groton

SUPPORTERS

Ammon Analytical Laboratory, LLC
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Bob's Discount Furniture Foundation
Distribution – Bank of America
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Diversified Building Services
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St. Luke Lutheran Church
St. Thomas More School
Stonington Veterinary Hospital
Stop and Shop – Norwich
Dr. and Mrs. Robert Strick
Andrea Sullivan
The Nutmeg Companies, Inc.
Drs. Ramindra and Rachna Walia
Irene Weiss
Earl and Maria Winthrop

The Right Care.
Right Here.

2018 Annual Report



New Griswold Health Center



UCFS Healthcare
UCFShealthcare.org



The Right Care and the Right Career, Right Here

We all have a GPS on our phone or in our car, using it daily to find the destinations we need — home, work, and more. But what about those seeking accessible healthcare? Finding a provider offering the services required that is open to new relationships, and has the ability to accept a wide range of insurances is often daunting and overwhelming.

That is why UCFS opened new locations and added new services this past year, and why we are planning more in the year ahead. Not only have we defined ourselves as the healthcare destination for our community, we continue to be an employer of choice for those seeking a meaningful career in healthcare.

The newly built UCFS Griswold Health Center tripled the size of our former Griswold location, allowing for 14,000 more client visits per year and twice the number of staff. At Norwich Free Academy, UCFS took over the school-based health center to ensure that 2,300 students continue to have easy access to medical, behavioral and dental healthcare services – right on campus. Look for more growth at our New London Health Center, as UCFS adds a primary care APRN and Recovery Coach to provide integrated care for behavioral health clients. By the close of this year, UCFS with an expanded team of 426 employees, will serve over 20,000 unique individuals at our five outpatient health centers and six school-based health centers.

As frequent headlines convey, substance use disorder afflicts all aspects of Eastern Connecticut. UCFS is at the forefront of comprehensive treatment for those seeking recovery using integrated teams of primary care and behavioral health specialists to deliver Medication Assisted Treatment and holistic Pain Management programs.

For clients on the HUSKY program, UCFS now participates in the Person Centered Medical Home Plus Initiative — a vibrant care model where social needs are integrated with quality healthcare. Also in the months ahead, watch for new and expanded programs in the areas of Autism, LGBTQ health, and Eldercare.

As exciting as this past year has been, the year ahead promises to offer more resources and solutions for UCFS to remain true to our mission of improving the health and well-being of our community.

Jennifer Granger
President/CEO

Senior Management

Jennifer Granger
President/CEO

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Chief Operating Officer

William Rush
Chief Financial Officer

Dr. Ramindra Walia
Chief Medical Officer

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Jennifer Bevacqua
Vice President of People

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Vice President Information Technology

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Vice President of Behavioral Health

Pamela Allen Kinder
Vice President Business Development

Sharon Laliberte
Compliance Officer

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Charlene Jones

Christelle Lachapelle

Dr. Mark Tramontozzi

FINANCIALS

Unaudited – fiscal year ended June 30, 2018

Operational Revenue

Fees	\$21,154,557
Grants	\$10,108,483
Contracts	\$1,151,701
Contributions	\$205,500
Other	\$484,574

Total Operational Revenue
\$33,104,815

Operational Expenses

Behavioral Health Services	\$16,215,530
Medical Services	\$6,424,327
Dental Health Services	\$2,662,733
Eldercare Services	\$1,648,985
School-Based Health Centers	\$355,573
Community Outreach Services	\$686,060
Administration	\$4,191,385

Total Operational Expenses
\$32,184,593

Annual Operating Surplus
\$920,222

Less Debt Service
(\$388,875)

Less Capital Expenses
(\$500,526)

Agency Surplus
\$30,821

PROGRAMS & SERVICES

Primary and Specialty Medical Services

- Adult and Pediatric Primary Care
- Women's Health
- Geriatric Assessment and Management Program

Dental Health Services

- General and Pediatric Dentistry
- Special Smiles Dental Operatory
- Smiles on the Move In-School Dental Program

Eldercare Services

- Sheltering Arms Residential Care
- Ross Adult Day Center

Community Outreach Services

- Access to Care Program
- The Eastern CT Medical Home Initiative
- Case Management

Outpatient Behavioral Health Services

- Counseling and Psychotherapy
- The Better Choice
- Autism
- Medication Assisted Treatment (MAT)

Community-Based Behavioral Health Services

- EMPS Mobile Crisis Intervention Services
- Intensive Family Preservation
- Multidimensional Family Therapy
- Early Childhood Consultation Partnership
- Child First
- Caregiver Support Team (CST)
- Parenting Support Services Program
- Family Based Recovery
- Care Coordination
- Community Network Program (CNP)



LOCATIONS

Norwich

General Administration
34 East Town Street, Norwich
860-889-2375

Rock Nook

77 East Town Street, Norwich
860-892-7042

The Edward & Mary Lord Family Health Center

47 Town Street, Norwich
860-892-7042

School-Based Health Center at Kelly STEAM Magnet Middle School

25 Mahan Drive, Norwich
860-934-1101

School-Based Health Center at John B. Stanton Elementary School

386 New London Turnpike, Norwich
860-934-1107

School-Based Health Center at Teacher's Memorial Global Studies Magnet Middle School

15 Teachers Drive, Norwich
860-934-1150

School-Based Health Center at Norwich Technical High School

7 Mahan Drive, Norwich
860-822-4909

School-Based Health Center at Norwich Free Academy (NFA)

305 Broadway, Norwich
860-425-5557

Eldercare Services

Sheltering Arms Residential Care
165 McKinley Avenue, Norwich
860-887-5005, ucseldercares.org

Ross Adult Day Center

165 McKinley Avenue, Norwich
860-889-1252, ucseldercares.org

Montville

School-Based Health Center at Montville High School
800 Old Colchester Road, Oakdale
860-822-4914

Griswold

Griswold Health Center
226 East Main Street, Griswold
860-376-7040

Colchester

Colchester Behavioral Health Center
212 Upton Road, Suite C, Colchester
860-537-7676

New London

New London Behavioral Health Center
351 North Frontage Road, Suite 24
New London
860-442-4319

Plainfield

Plainfield Health Center
120-122 Plainfield Road, Moosup
860-822-4938

EMPS – Crisis Intervention

31 Dow Road, Plainfield

Willimantic

Child First & Intensive Family Preservation, Willimantic Office
322 Main Street, Suite #B2E-2E
Willimantic
860-822-4907

Centerbrook

Centerbrook Office
64 Main Street, Unit A, Centerbrook
860-822-4908