

YOUR
HEALTH.
OUR
MISSION.

UCFS HEALTHCARE
2022/2023
BY THE
NUMBERS.

DENTAL VISITS:
8,051
4,512
UNIQUE CLIENTS

ALL OUTPATIENT SITES VISITS:

125,282 16,408
UNIQUE CLIENTS

COMMUNITY-BASED
BEHAVIORAL HEALTH:

2,042

CHILDREN AND
FAMILIES SERVED

CASE MANAGEMENT:

572 502
REFERRALS UNDUPLICATED
CLIENTS

ELDERCARE SERVICES:

ROSS ADULT DAY CENTER

59 CLIENTS

5,543 DAYS

SHELTERING ARMS

36 RESIDENTS

6,366 DAYS

OUTPATIENT BEHAVIORAL
HEALTH VISITS:

81,812

4,158
UNIQUE CLIENTS

CHILDREN
WITH SPECIAL
HEALTH NEEDS:

1,202

PEDIATRIC PATIENTS
SCREENED

192

PEDIATRIC PATIENTS SERVED

PRIMARY CARE VISITS:

32,557

11,181

UNIQUE CLIENTS

GYNECOLOGY VISITS:

2,862

1,836

UNIQUE CLIENTS

ACCESS TO CARE:

2,238

INDIVIDUALS SCREENED

788 UNDUPLICATED CLIENTS

1,657 APPLICATIONS

948 UNDUPLICATED CLIENTS

IMPACT
REPORT
2023



UCFS Healthcare

Well-Being Redefined.
UCFShealthcare.org

Locations

NORWICH

General Administration

34 East Town Street
Norwich
860-889-2375

Rock Nook

77 East Town Street
Norwich

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
860-822-2803

School-Based Health Center at Stanton Elementary School

386 New London
Turnpike
Norwich
860-822-2803

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

15 Teachers Drive
Norwich
860-822-2803

School-Based Health Center at Norwich Technical High School

7 Mahan Drive
Norwich
860-822-2803

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

305 Broadway
Norwich
860-822-2803

Eldercare Services Sheltering Arms Residential Care

165 McKinley Avenue
Norwich
860-887-5005

Ross Adult Day Center

165 McKinley Avenue
Norwich
860-889-1252

MONTVILLE

School-Based Health Center at Montville High School

800 Old Colchester Road
Oakdale
860-822-2803

School-Based Health Center at Tyl Middle School

166 Chesterfield Road
Oakdale
860-822-2803

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 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

WATERFORD

School-Based Health Center at Waterford High School

20 Rope Ferry Road
Waterford
860-822-2803

School-Based Health Center at Clark Lane Middle School

105 Clark Lane
Waterford
860-822-2803

Unaudited Fiscal Year Ended June 30, 2023

OPERATIONAL REVENUE

Fees	\$19,409,136
Grants	\$10,066,053
Contracts	\$2,201,177
COVID-19 Grants & Contracts	\$2,490,713
United Way	\$229,064
Special Events & Contributions	\$574,945
Other	\$309,057

Total Operational Revenue **\$35,280,145**

OPERATIONAL EXPENSES

Behavioral Health Services	\$11,866,026
Medical Services	\$6,589,932
Dental Health Services	\$1,914,802
Eldercare Services	\$1,839,938
Community Outreach Services	\$7,259,130
School Based Services	\$1,386,128
Administration	\$5,187,126

Total Operational Expenses **\$36,043,082**

Annual Operating Deficit -762,937

SENIOR MANAGEMENT

Jennifer Granger, *President/CEO*

Cara Westcott, *Chief Operating Officer*

William Rush, *Chief Financial Officer*

Dr. Ramindra Walia, *Chief Medical Officer*

Carolyn Trantalis, *Vice President
Eldercare Services*

Jennifer Bevacqua, *Vice President of People*

Wangdu (Will) Dorjee, *Vice President
Information Technology*

Deberey Hinchey, *Vice President
Behavioral Health*

Pamela Allen Kinder, *Vice President
Business Development*

Sharon Laliberte, *Compliance Officer*

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Second Vice Chair **Nick Caplanson**

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GROWING FAMILY THERAPY

There is a growing need for programs to support adolescents experiencing substance abuse issues. To help meet this need, we are expanding our reach by enhancing existing programs. The Multidimensional Family Therapy (MDFT) program is an innovative drug use recovery service for adolescents and their families. With therapists available to meet 24/7 at any location, the MDFT program follows an intensive treatment schedule over a period of 4-6 months. HYPE, a sub-program of MDFT, connects with youth aged 16-21 and is now expanding to offer support to transition-age youth (16-24) and to caregivers managing their recovery while parenting children ages 5 and under. UCFS Director of Substance Use Services, Michelle Melendez, says what makes MDFT stand apart is its holistic approach that seeks to enrich family functionality and communication. "MDFT directly works to help the health and well-being of not only the adolescent, young adult, or adult that is directly in need of substance use treatment, but looks to impact how the family interacts and functions as a whole."



24/7/365 MOBILE CRISIS INTERVENTION SERVICES

When a child experiences a mental or behavioral health crisis, it is not always during standard business hours. This is why, in 2023, we were excited to transition our Mobile Crisis Intervention Services (MCIS) to offer 24/7/365 support. While around-the-clock phone support had always been available, additional services, such as access to clinicians, could only happen during

set hours. UCFS Program Manager Emily Morse said that additional access to MCIS resources was greatly needed, and the expansion has already proven to be a great benefit because, in her words, "crises don't happen on schedule." In the first six months of the



expanded 24/7/365 access, MCIS received 50 crisis calls during what had previously been considered "off hours." The expanded access is also routinely being utilized by local police departments in the late evenings and early mornings, better connecting youth in crises to a trained behavioral health clinician who will be there in person in less than 45 minutes.

COORDINATED CHRONIC CARE MANAGEMENT

It has only been two years since we launched our Chronic Care Coordination Program, and it is already growing. To support this expansion, UCFS partnered with TimeDoc Health, which offers tech enabled services for virtual care management. UCFS COO, Cara Westcott, said that this partnership has really helped UCFS build the Chronic Care Coordination Program's capacity and increase its reach to about 200 chronic care patients to date. The Chronic Care Coordination Program addresses the needs of patients with chronic conditions that require specialized care coordination between visits such as developing plans for diet, exercise, and medication. However, this program offers much more than support for patients' medical needs. It also fulfills critical needs in the lives of our patients by connecting them to essential resources. One amazing example of coordination of resources occurred when UCFS arranged transportation for a patient with severe asthma and COPD who was affected by poor air quality created by the Canadian wildfires. Our efforts allowed

them to get to and from the pharmacy without being exposed to the smoke.



GREATER COMMUNITY OUTREACH

This year, UCFS expanded our community outreach presence by placing Madonna Place, a model that proved successful with Otis Library, Norwich Adult Education, and New London Adult Education. We



We tell the story of UCFS Healthcare one person and one family at a time.



THEIR STORY.
OUR VIDEO.

YOUR HEALTH.
OUR MISSION.

This year, for our annual message we have created a unique, story-telling video that follows one young family from first selfie, to first generation going to college.

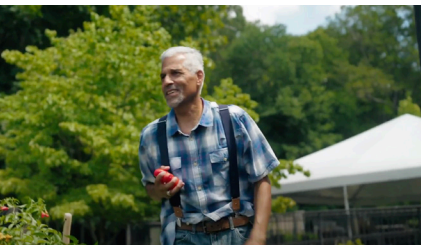
became an anchor site for the Eastern Connecticut Health Collaborative Mobile Health Hubs by providing community outreach staff at locations that include Norwich, Preston, and Colchester. These partnerships support our Community Outreach Services team to connect people in the communities we serve to our services and assist them with health insurance applications, health literacy, medical care coordination for children with complex needs, housing, transportation, and food. For example, UCFS arranged for farmers' market vouchers for the family of a 13-year-old patient with iron deficiency to improve their access to fresh fruits and vegetables, and provided them a gas card to help them attend hematology appointments. Supervisor of Community Outreach, Norma Glover, said that outreach efforts are essential to people who need support but are unable or unwilling to reach out to UCFS themselves, adding, "We want to make sure we meet community members where they're most comfortable."



MEETING ELDERCARE NEEDS

More than ever, there is room for our at risk seniors at Sheltering Arms, a residential care home for seniors aged 60 and older. We support the state and national goals of transitioning clients from nursing homes to more independent living. When asked to describe the UCFS philosophy around this initiative, VP of Eldercare Services Cary Trantalis succinctly shares, "We're here to support clients and their families as they navigate each challenge to ensure independence. One resident who left a nursing home now manages her own finances, doctor's appointments, and social visits with loved ones. It's

possible for short-term skilled nursing care to be just that, short-term when there are options like Sheltering Arms."



“ UCFS constantly looks for new ways to bring healthcare and social support to the communities we serve, giving life to our mission to eliminate health disparities. This year, we've made behavioral health more accessible, improved chronic care coordination, expanded community outreach, and welcomed more senior citizens into our residential care home. Over 20,000 people are leading healthier lives as a result. ”

Jennifer Granger
JENNIFER GRANGER
 President/CEO
 UCFS Healthcare



THEIR **STORY.**
 OUR **VIDEO.**



From pediatrics to geriatrics, UCFS Healthcare offers programs and services which improve the health and well-being of the community.




 Scan this code to watch and share the story of UCFS Healthcare.

Thank You to the 2023 UCFS Golf Tournament Sponsors that was held at the Stonington Country Club

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Facilities Authority
State of CT Department of:
-Department of Children
and Families
-Department of Mental
Health and
Addiction Services
-Department of Public Health
-Department of
Social Services
-Office of Early Childhood
-Office of health Strategy
Dominion Energy
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Petit Foundation
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Pfizer Community Foundation
Senior Resources Agency
on Aging
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)

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United Way of
Southeastern Connecticut

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**SAVE THE DATE FOR NEXT YEAR'S
TOURNAMENT – June 24, 2024**