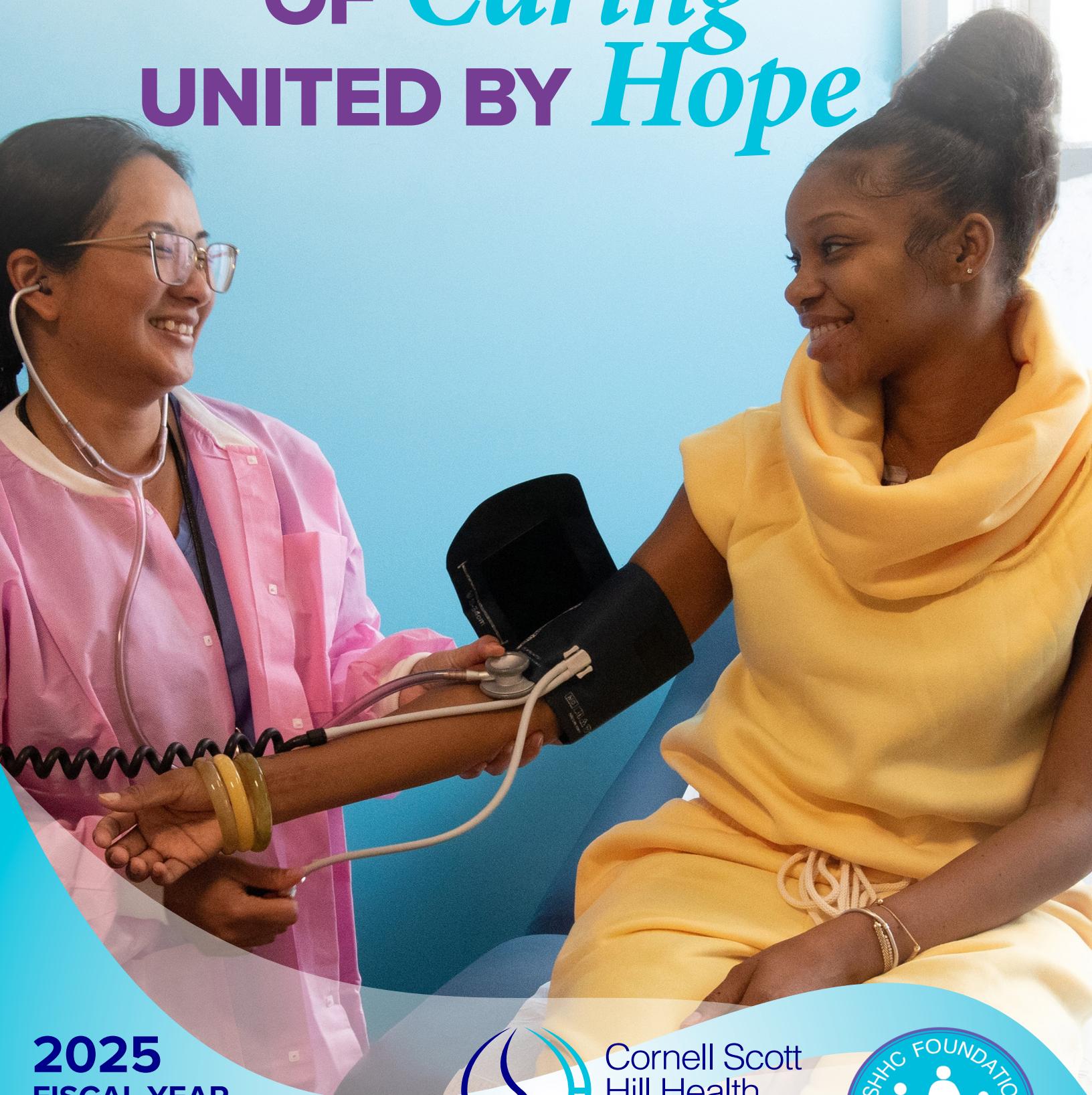


A COMMUNITY OF *Caring* UNITED BY *Hope*



2025
FISCAL YEAR
ANNUAL REPORT



Cornell Scott
Hill Health
Center

A Community of Caring





Mission

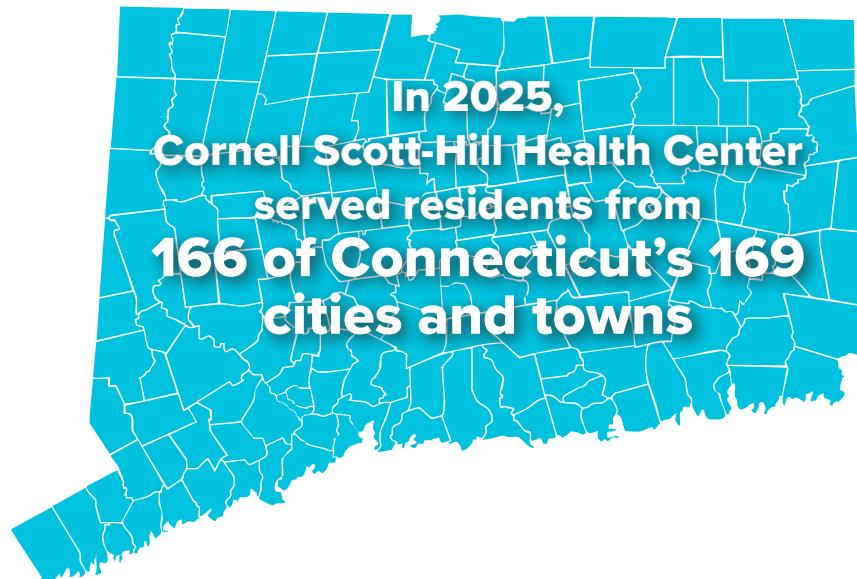
CS-HHC measurably improves the health and well-being of the communities we serve by providing excellent and compassionate care, accessible to all.

Vision

Through our innovative care, collaboration with others, and advocacy for our patients, we make people's lives better.

Values

Integrity
Compassion
Excellence and Innovation





Message from the Board Chair

Community health centers nationwide are a crucial, cost-effective, and equitable element of the healthcare delivery system. Cornell Scott-Hill Health Center (CS-HHC) now ranks in the top 10 percent of the nation's 1,500 plus community health centers.

In 2025, CS-HHC earned three quality awards of distinction from the Health Resources and Services Administration, reflecting the excellence and compassion that are the standards of care we provide.

CS-HHC continues to respond effectively to growing demand for quality healthcare services by existing and new patients, even as national policy changes jeopardize access to care. This progress is enabled by the strong commitment of our Board and unwavering executive leadership who have jointly achieved meaningful milestones and advances.

It is a privilege to serve with a dedicated Board that recognizes the imperative to sustain the quality of care that is the hallmark of CS-HHC. We take pride in our vibrant community connections and the recognition that has been earned by an outstanding staff of earnest, compassionate, and skilled professionals.

Through our innovative care, collaboration with partners, and advocacy for our patients, we make people's lives better. Nothing matters more.

Orlando Cordero

Orlando Cordero
Chair, Board of Directors



CS-HHC Board of Directors

Orlando Cordero
Chair

Nathan Jones
1st Vice Chair

Robert A. Cole
2nd Vice Chair

Joshua Bird
Treasurer

Mabel Carroll
Secretary

Rose Bradley

Michael P. Davis

Shenae Draughn

Carleen Elliott

**Awilda 'Lexi'
Figueroa, D.C.**

William McClain

Charles 'Charlie' O'Connell

Genevive Walker

Message from the President & CEO

As this annual report, "A Community of Caring, United by Hope," describes in detail, our achievements during the year were significant and essential. The caliber of care we provide, the range of medical and behavioral health services we offer, and the comprehensive integration of those services have propelled our growth, our outreach, and our impact on people's lives.

That trajectory continues, amplified by the thriving partnerships we have forged throughout our communities; the opening of multiple new care sites led by the stellar Recovery & Wellness Center; and the innovative coordination of multiple healthcare services provided to adults and children.

This year, we served nearly 60,000 patients, with over 414,000 patient visits. That is truly extraordinary! Our team of 700 plus staff members continue to respond to our patients with the care, compassion, and commitment that have been a hallmark of our health center since it opened in 1968.

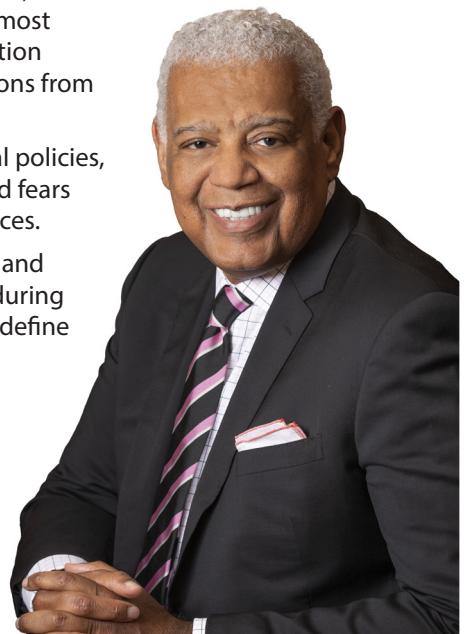
The word "team" is defined as individuals who come together to achieve a common goal. We are, in every sense of the word, a truly remarkable team. We now rank among the nation's largest, most comprehensive community health centers, and the Health Resources and Services Administration honored us in 2025 with three of its highest quality awards. We also earned multiple recognitions from major state and regional institutions for our continuously advancing work.

Yet storm clouds intensified as the year unfolded, driven by unprecedented revisions to federal policies, tremendous uncertainty regarding continued access to healthcare coverage, and well-founded fears about the economic impact on families needing access to fundamental, basic healthcare services.

We are determined, however, to continue providing exceptional care. Our mission, in the near and long term, is to remain a radiant Beacon of Hope, positively impacting lives in meaningful, enduring ways. The financial ramifications of detrimental changes are unmistakable, but they will not redefine who we are – or what we do. We are resilient, and we are committed to our mission and to the people we serve.



Michael R. Taylor
President and Chief Executive Officer



Leadership Team



Andrea Lobo
Chief Human
Resources Officer



Ece Tek, MD
Chief Medical Officer
of Mental Health and
Addiction Services



Michael Couturie, MD
Chief Medical Officer
of Medical and Dental
Services



Vanessa Andrews
Chief Compliance and
Risk Management
Officer



Douglas Magazu
Chief Financial Officer



Mary Ellen Cody
Chief Development
Officer



Denise Lear
Chief Operations
Officer

Cornell Scott-Hill Health Center Earns National Recognition for *Excellence in Care and Innovation*

We are honored and proud to be recognized by the U.S. Health Resources and Services Administration (HRSA) with **three 2025 Community Health Quality Recognition Awards** that exemplify our commitment to exceptional care, innovation, and value.

This year, CS-HHC earned HRSA's **Silver Health Center Quality Leader badge**, placing us among the **top 20 percent of community health centers nationwide** for clinical outcomes.

Out of 1,500 plus health centers nationwide serving more than 32 million patients, only 147 received this honor.

CS-HHC was also honored for:

- **High-Value Care**

Delivering excellent outcomes for affordable and efficient care.

- **Advancing Health Information Technology for Quality**

Expanding telehealth, securely sharing clinical information, and deepening patient engagement through digital innovation — the **5th consecutive year** we've earned this distinction.



These awards underscore the impact of combining compassion and innovation to ensure every patient receives truly comprehensive care for lifelong health.

Together, we're raising the standard of quality community healthcare.

"These awards reaffirm our continued devotion to ensuring that CS-HHC patients received comprehensive, innovative services of the highest quality."

— Michael R. Taylor, President & CEO

Earning Well-Deserved *Recognition*



Dr. Jessica Abellard

Medical Director of Geriatrics for the Behavioral Health Department

Appointed **President of the Connecticut Psychiatric Society**



Douglas Magazu

Chief Financial Officer of Cornell Scott-Hill Health Center

2025 C-Suite Honoree in the Nonprofit Chief Financial Officer category by the *Hartford Business Journal*



Dr. Michael Couturie

Chief Medical Officer of Medical and Dental Services

Received the **Industry Visionary Award** from the **Greater New Haven Chamber of Commerce** in 2025



Dr. Christopher Bauer

Medical Director of Women's Health Services and Director of Medical Education

Named "**2025 Physician Advocate of the Year**" by the **Connecticut Association of Healthcare Executives**

Innovation, Change, Commitment



This year, we implemented strategies to integrate the latest technological innovations to improve patient care and services to our community, including:

- **Strengthening Provider-Patient Relationships with AI**

We're implementing **Abridge**, a secure AI solution that listens to clinical conversations and generates structured notes. Abridge reduces administrative burdens so providers are more present and engaged with patients.

- **Automating for a Better Patient Experience and More Efficient Care**

We're redesigning our "digital front door" with **Microsoft Power Automate, Optical Character Recognition (OCR), and custom AI models in Microsoft Azure** to expedite and improve processing of incoming documents while reducing errors and the time it takes patients to receive needed services.

- **Breaking Down Cancer Prevention Barriers**

Colonoscopies can be a difficult process for our patients. We're emphasizing **advanced stool-based screenings** to promote more accessible, less invasive options, making it easier for patients to complete lifesaving care while also improving community-wide health outcomes.

- **Bringing Advanced Diagnostics to the Streets**

Our **Street Medicine Team** is now equipped with **point-of-care ultrasound (POCUS)** devices to perform immediate field assessments, enabling faster, more accurate treatment for vulnerable patients without shelter, reducing the need for costly, often traumatic, emergency room visits.

- **Innovating HIV Prevention for High-Risk Populations**

Our Street Medicine Team and in-house pharmacy formed a partnership to deliver **long-acting injectable PrEP (Pre-Exposure Prophylaxis)** to patients at high risk for HIV, removing the barrier of daily pill adherence among a transient population. It represents a major public health advancement, ensuring we're utilizing the most effective tools to protect our community.

With every innovation, we remain steadfast in our commitment to expand healthcare access, continue supporting our providers, and maximize the value and quality of our healthcare services, while reducing costs and optimizing efficiency.



Expanded, Convenient Pharmacy Services

Our professional team of pharmacists and staff offer the convenience of in-house prescription pick-up and mail-order delivery with personalized care and service to build patient trust and loyalty.

This year, our pharmacy:

- Dispensed 63,310 prescriptions (a 15% increase from last year)
- Served an average of 2,078 patients a month
- Launched a Mail-Order program in October 2024 that has shipped 538 prescriptions to date

Scan to learn more ►



Preparing the Next Generation of Care

Partnerships That Strengthen Our Community

In 2025, we expanded our role as a trusted medical home and pivotal starting point for future healthcare leaders. From classrooms to exam rooms to neighborhoods, we created new and strengthened existing partnerships to help people learn, grow, and care for one another.

- Our educational collaborations with **Southern Connecticut State University** and the **University of Saint Joseph** continue to provide meaningful, hands-on community placements.
- We finalized a new partnership with **Albertus Magnus College** in July 2025, helping to design the community-health curriculum for its new nursing program and encourage students to bridge the gap between learning and service.
- Our collaboration with **Porter and Chester Institute** creates opportunities for entry-level medical assistants, some of them first-generation healthcare professionals, seeking a solid career foundation.

Beyond academic pathways, we continue as a cornerstone for regional health in Connecticut.

- Our partnership with the **New Haven Health Department** leverages our trusted community presence to reach residents more efficiently.
- We design and support residency programs for the **New Haven Primary Care Consortium** and **Yale New Haven Health**, while also training Yale medical residents in a community-anchored care model at our **150 Sargent Drive** site.

Looking forward, we're designing a **nurse residency program** to support new graduate students who are



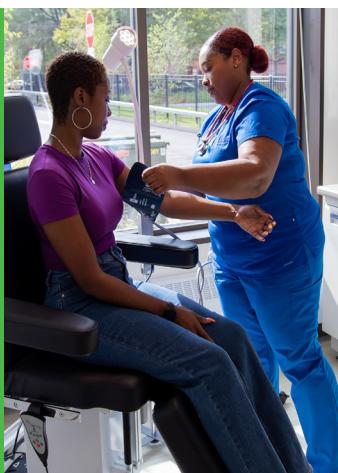
interested in beginning their public health careers in a safe environment that provides genuine community experience and training — a potential Connecticut first.

Demand for CS-HHC's training placements now exceeds capacity, a testament to our reputation for excellence. Additional space and resources are vital to accommodate all the requests we receive as new opportunities emerge, such as hosting **CNA clinical placements** for local high school students through the **Greater New Haven Chamber of Commerce**.

These partnerships help preserve and expand opportunity, build our healthcare workforce, and ensure compassionate, high-quality care for our community. While this year presented challenges, our team consistently finds a way to overcome and continue building on the foundation of the quality care we provide: compassion.

“While we’re a community health center, we’re still innovative, we’re blazing trails.”

— Andi Murrell, Director of Nursing



A More Personalized Approach to Women's Health

We are committed to understanding and responding effectively to what matters most to each individual woman's health at every stage of life.

This year's highlights:

- Added two more sites to our Women's Health services
- Expanded awareness about cervical and gynecological cancers
- Broadened our support services for women experiencing intimate partner violence

Scan to learn more ►



Where *Hope* Lives

The Launch of the Recovery & Wellness Center

Last year, we proudly opened the doors to the **Recovery & Wellness Center (RWC)** for outpatient care and began redefining behavioral health care in Greater New Haven.

This innovative facility replaces CS-HHC's former Grant Street Partnership and represents a \$25 million investment — including state and donor support — in healing, dignity, and integrated care.

Spanning **31,000 square feet**, the RWC offers a full continuum of services for individuals with substance use disorders and co-occurring conditions, including:

- Intensive outpatient therapy
- Partial hospitalization
- Outpatient counseling
- Life skills training
- Case management
- Integrated primary and specialty medical services

"This place has fed my spirit. The entire staff has done an exceptional job making this program the nucleus of my recovery. My life has purpose today because of all of you. This program has made me a renewed individual, and I can't wait to see where it takes me."

— Excerpt from a CS-HHC patient's handwritten note



Where *Healing* Begins

Transforming Lives Through Evidence-Based Care at SCRC

Families and communities continue to be devastated by substance use disorders. Too many individuals, however, face barriers accessing the comprehensive, evidence-based care they need.

At **South Central Rehabilitation Center (SCRC)**, we close that gap by forging sustainable pathways to lasting recovery and helping people rediscover health, dignity, and hope.

- Through our **Code Blue/BLS (Basic Life Support) Training Initiative**, we're improving staff response and outcomes in medical emergencies in our detox and behavioral health units.
- We've established community partnerships with the **New Haven Fire Department** to implement safe

evacuation training and real-time feedback during fire drills, and the **New Haven Police Department** for guidance on de-escalation and active-shooter preparedness.

- Our **New-Hire Addiction Medicine Orientation** equips new nursing staff with the knowledge, confidence, and compassion to deliver the highest quality addiction care.

Looking ahead, we're exploring new quality improvement initiatives to strengthen clinical excellence, save lives, and restore families.



Where *Compassion* Creates New Beginnings

An integrated campus, restoring hope in our community

Located on Minor Street, between Cedar Street and Howard Avenue in New Haven, the newly opened Recovery & Wellness Center (RWC) and the South Central Rehabilitation Center (SCRC) now represent the **most comprehensive recovery campus in South Central Connecticut**.

The integrated campus serves as a vital hub for coordinated care and services throughout our region by providing individuals and families seamless connections between

high-quality medical treatment and compassionate support. This expansion of behavioral health services also strengthens CS-HHC's partnerships with the **Connecticut Judicial Branch, Court Support Services Division**, and **Yale New Haven Hospital's Emergency and Inpatient Care departments**.

"I hope that this place continues to help change lives like you've helped to change mine. And I pray that in the near future I can become part of the team and contribute to help save some lives."

– A Cornell Scott-Hill Health Center patient in 2025





Compassionate *Care* For Every Child

Ensuring every child has access to compassionate care is foundational to our mission and vision.

Our approach extends beyond routine check-ups and includes a child's behavioral and social well-being to provide more comprehensive, compassionate care.

Pediatrics

We continuously work to expand our Pediatric services which includes:

- Women, Infants, and Children (WIC) Programs
- Child and Family Guidance (CFG)
- Dental care

This year's growing numbers reflect an increasing need for medical and behavioral health services:

+4.5% increase in patients

+7% increase in patient visits

Child and Family Guidance

Caring for a child from infancy to adolescence is challenging. Our Child and Family Guidance services offer valuable support to help them navigate peer pressure, bullying, anxiety, depression, and other obstacles they might be facing.



Our team of dedicated Behavioral Health professionals offer vital services for children and their families that provide:

- Proven Evidence-Based Treatments
- Convenient and accessible Telehealth options
- Crisis intervention, family therapy, psychiatric consultations, case management services, and more

School-Based Health Care

Our School-Based Health Centers (SBHC) offer essential medical, behavioral health, and dental services directly to students where they learn and grow. Our integrated care model is now being shared nationally at leadership conferences, including:

- 2024 National School-Based Health Care Conference
- 2025 Mobile Healthcare Association National Conference
- CT Association of School-Based Health Centers Annual Conference

Since 2022, the program has experienced significant growth and recognition, expanding from 12 to 25 locations in schools across New Haven, Hamden, and West Haven.

This expansion ensures children and families can access care without the barriers of transportation, cost, or availability.

This growth has been made possible with the support of:

- Health Resources and Services Administration
- Progreso Latino Fund
- Mobile Healthcare Association Grant
- Heart and Mind Wellness Grant

With our expertise and compassionate approach, we strive to ensure that every child receives the highest standard of care in a nurturing and welcoming environment.

Scan to learn more:



Changing the Narrative of *Men's Health*

Promoting Early Detection & Prevention at CS-HHC's Men's Health Awareness Expo & Walk

According to a 2022 Centers for Disease Control and Prevention report, 55 percent of men reported not receiving regular health screenings, while 12.6 percent remain uninsured nationally.

To change that narrative, we hosted our annual **Men's Health Awareness Expo & Walk** at Dixwell Q House in June 2025. The goal of the event was to inspire and motivate men to take charge of their health and remind everyone that individual and collective wellness is a shared responsibility.

Led by **Alders Frank Douglass** and **Jeanette Morrison**, the day began with a **1.2-mile Community Health Walk**, setting the tone for empowerment, education, and unity. **Charles Warner Jr.**, Q House Advisory Board Member and Chairman of the Connecticut Freedom Trail, guided participants through a history of the Dixwell neighborhood, connecting the journey for better health to the community's enduring legacy of resilience and strength.

The community-led **Health Expo** united organizations including **New Haven Youth and Recreation Department**, **New Haven Elderly Services**, the **Leadership, Education, & Athletics Partnership**, **Stetson Library**, and others. Together, they highlighted the importance of **early detection and preventive care** to combat high blood pressure, diabetes, heart disease, and other common health risks impacting men at every age.

This event represents part of a larger ongoing CS-HHC initiative to cultivate open conversations about men's health throughout our community to break stigmas, build trust, and connect neighbors with resources they need to live longer, healthier lives.

"We don't have to carry our struggles alone. Health is not a solo journey. It is one that we take together."

– New Haven Alder Frank Douglass





Earning Trust, Remaining Resilient

"I first came to CS-HHC in 1995 during a serious health crisis.

I was going to a Health Center that didn't provide the services my condition required. I needed someone I could trust long-term to answer all my questions. Finally, I discovered a medical professional with the education and experience

needed to treat my condition – a Physician Assistant at CS-HHC.

I'm the type of patient who needs to know that those providing my care also take care of themselves. I found that level of compassion and care at CS-HHC. As my health improved, my CS-HHC doctor suggested I join the board, which I did in 2002.

As a board member, I've been committed to learning every aspect of the organization. I visit every location throughout Greater New Haven and the Lower Naugatuck Valley. Before I can speak on behalf of our patients, I need to know their experience.

CS-HHC has grown exponentially during the past two decades. We've worked diligently to expand services and locations to reach more people in more communities. We've reintroduced and enhanced our pharmacy and dentistry services. We've also extended the reach of our School-Based Health Centers to more than 25 schools across New Haven, Hamden, and West Haven.

We've been through a lot, but we're resilient.

Looking ahead, we stand strong together as a national leader in Community Health Centers. To support our staff and expand our services, we will seek more collaborations with hospitals, universities, and other organizations as well as recruiting and developing highly qualified, skilled professionals committed to treating people with the quality care they deserve, because every community needs a Cornell Scott-Hill Health Center.

As both a patient and board member, I'm grateful and blessed to be a part of CS-HHC, to have seen many advances achieved and obstacles overcome. I'm proud to be a part of an organization that stands firmly upon its founding mission and vision: to provide compassionate care, accessible to all."

Nathan Jones

CS-HHC Patient and Board of Directors 1st Vice Chair

Compassionate and Responsive Senior Care

Our medical professions are there for our patients at every stage of life.

As a Patient-Centered Medical

Home (PCMH), we know that care extends beyond the walls of our Health Center locations to the homes of our patients and their families.

For those who provide or need Senior Care, our Geriatric Medical and Psychiatric services offer comprehensive support for adults 60 years or older, including evaluations to help address:

- Psychological support for anxiety, mood, cognition, sleep, substance use, etc.
- Bereavement
- Adjustments related to physical changes
- Behavioral and mood changes associated with dementia, etc.
- Outpatient psychiatric medication management



Scan to learn more

Improving Health Through Dental Care

We recognize that taking care of patients' oral health helps to protect their overall health.

Our dentistry services are available to patients of all ages as an essential aspect of comprehensive healthcare services.



Scan to learn more



Delivering *High Quality* Care

Quality primary care requires compassion, persistence, and a commitment to community that ensures everyone has access to and receives the care they need.

With Resilience and Compassion

The number of patients seen annually continues to increase. Beyond the numbers, however, there are people: A patient who found support in their hardest moment, a provider who refused to give up, a team that came together to change lives.

One patient, for example, was facing chronic pain and a family history of colon cancer while living in a trailer without plumbing.

The CS-HHC care team coordinated across departments and partnered with our hospitalists and Gastrointestinal (GI) team, repeatedly coordinating his admission for preparation and a colonoscopy.

Despite recurring hospitalizations and behavioral setbacks, they never gave up on him. It made a difference.

Achieving Our Goals

Our team has defined clear goals to ensure we can continue delivering high-quality, compassionate care, including:

- Improving retention rates to promote consistency and productivity
- Developing team expertise in procedures, diabetes, and palliative care
- Optimizing our infrastructure and resources with tools such as QGenda®, Abridge®, SharePoint®, and Epic®
- Increasing interdepartmental collaboration through biweekly Operations meetings and stronger relationships with Medical, Dental, Pharmacy, and Behavioral Health Directors

Together, we lead innovative projects, build stronger systems, and mentor the next generation of healthcare leaders.

Increasing Innovation and Impact

In FY25, CS-HHC's Grants Management Department secured nearly \$20 million in funding to expand and elevate transformative health initiatives across Greater New Haven and beyond.

These investments are driving innovation and increasing access to medical, behavioral health, and dental care.

- Enhancing Recovery Services**

We braided federal, state, and local funding to advance our groundbreaking Recovery & Wellness Center and South Central Rehabilitation Center, a fully integrated substance use disorder treatment campus.

- Street Medicine Expansion**

We extended essential care provided to unsheltered populations through strategic collaborations among our Infectious Diseases, Healthcare for the Homeless, and Behavioral Health Departments.

- School-Based Health Centers (SBHC)**

Our SBHC Department is now operating in 25 SBHCs to deliver essential primary care and behavioral health services to New Haven, Hamden, and West Haven students.

We continue to seek grant funds and appreciate support in identifying potential grant opportunities.



Advancing Integrity and Accountability

"As a first-generation immigrant who experienced obstacles in receiving quality healthcare, I know firsthand the importance of our mission at Cornell Scott-Hill Health Center. Access to quality, compassionate care should never depend on your zip code or income. This belief drives me daily as changing state and federal policies impact our most

vulnerable patients. I'm proud to be in a place that's committed to doing what's right.

I first connected with CS-HHC in 2005 as a paralegal with outside counsel. In 2006, I attended the annual meeting, where I met Mr. Scott himself and was deeply inspired by his vision for community health. At that moment, I knew I wanted to be part of this organization.

In 2007, I joined the CS-HHC team as a Legal Assistant, helping develop our corporate compliance plan and risk management framework. Since then, we completed successful Joint Commission and Health Resources and Services Administration reviews, implemented new event reporting and patient feedback systems, and expanded Patient Advocacy and Eligibility and Enrollment to strengthen access to care, in partnership with colleagues across clinical, behavioral health, dental, and administrative teams.

Our work truly is a team effort among Compliance, Risk Management, Privacy/Health Information, Patient Advocacy, and Eligibility and Enrollment. We partner closely with medical, behavioral health, dental, and administrative colleagues. We identify and mitigate risk, maintain compliance, and help staff understand the "why" behind each standard, regulation, and policy. That shared understanding has transformed Compliance and Risk from a perceived barrier into a trusted partner. Our Patient Advocacy program reflects the same collaborative spirit, listening to both patients and providers to find balanced, compassionate solutions.

Every day, my team and the patients we serve continue to inspire me. We've expanded Eligibility and Enrollment outreach and education to help patients navigate HUSKY (Medicaid), qualified health plans, and our sliding fee process. We continue to reassure our communities that CS-HHC care is high quality, accessible, confidential, and safe.

Going forward, we'll continue strengthening our compliance, risk, health information, patient advocacy, and eligibility and enrollment programs, ensuring they support growth and sustainability. We'll seek added funding to reach more patients and continue advancing the trust, compassion, and integrity at the heart of Cornell Scott-Hill Health Center to more communities."

Vanessa Andrews

Chief Compliance and Risk Management Officer

Financial Highlights

Cornell Scott-Hill Health Center Corporation
FY 2025 (July 2024 - June 2025)
Figures represented in the thousands

	2024	2025
Operating Revenue		
Federal Grants.....	\$11,892	\$12,250
State Grants	2,727	4,656
City Grants, Other Grants and Contracts.....	2,651	2,552
	<hr/>	<hr/>
Grants and Contracts	\$17,270	\$19,458
Patient Service Revenue	74,579	82,830
Rent and Other Revenue	16,892	10,616
	<hr/>	<hr/>
Total Operating Revenue	\$108,831	\$112,904
	<hr/>	<hr/>
Expenditures		
Salary Expense.....	\$57,535	\$58,311
Fringe Benefit Expense.....	11,759	12,061
Contractual Services.....	8,331	7,369
Materials and Supplies	11,293	12,647
Furniture and Equipment.....	968	1,451
Facilities Support.....	6,025	6,440
Depreciation and Amortization	3,325	3,335
Insurance Coverages.....	694	984
Travel and Education.....	683	764
Legal and Accounting.....	455	425
Other Expenses	8,050	8,254
	<hr/>	<hr/>
Total Expenditures	\$109,118	\$112,040
	<hr/>	<hr/>
Surplus/Deficit from Operations.....	(\$287)	\$865
Total Non-Operating Gain/Loss.....	\$931	(\$410)
Contribution to Fund Balance	\$644	\$455

Cornell Scott Hill Health Center Foundation

FY 2025

Total Revenue
from Donations and
Private Grants:
\$417,204

Expenditures

Operating events
and expenses:
\$131,915

**Contribution to
Fund Balance***
\$336,073

***CS-HHC Support**

The CSHHC Foundation was established in 2022. Since then, funds totaling \$1,891,594 have been used to support the Endowment Fund, Holiday Patient Meals, Recovery & Wellness Center, Mini Grants, Homeless Healthcare Conference, Child & Family Guidance, and Private Grant Funds for Cornell Scott-Hill Health Center.



Holiday Patient Meals

The **Holiday Patient Meals** program within the **Food for Health** initiative is a cornerstone of CS-HHC's mission to deliver comprehensive and compassionate care to our community. It harkens back to the 1960s, when community health centers began recognizing "prescriptions for food" as an essential part of proactively addressing the root causes of illness in underserved neighborhoods.

What originally began as a grassroots effort led by CS-HHC staff and donors has evolved into a coordinated effort that unites our community to support families in need. **Common Ground Mobile Market, Connecticut Foodshare, New Haven Public Schools**, and other community organizations and local businesses all have played key roles by supplying fresh produce, bread, and distribution support to make Holiday Patient Meals possible.

On December 19, 2024, we distributed bags with food and supplies with gift cards to adapt to the changing times and

growing community need. This success was made possible by the unwavering support of the **CSHHC Foundation Board**, staff donations and in-kind contributions from **Lyman Orchards** and **Chabaso Bakery**.

We successfully distributed **180 complete holiday meal bags** with a **\$75 gift card**, baked goods, and festive packaging to patient families. An additional **20 baked goods bags** were provided to walk-in community members, extending the reach of holiday support for our patients.

Every contribution from staff, partners, and donors contributes to the safety and dignity of every recipient and maintains a strong connection among donors, staff, and the families they serve during the holidays.

"Times have changed, but the need is continually growing. People are still hungry. Families do not have enough food. The Holiday Patient Meals Program has always been based around our patient families and those who are in need, to let them know we hear them, we see them, we understand, and we want to help."

– Robin Moody, CS-HHC Marketing & Community Outreach Manager





Message from the Foundation Chair

Cornell Scott Hill Health Center Foundation proudly serves as a conduit for caring, and we are immensely grateful for each and every individual who has pursued that path with us, particularly as the need for accessible, quality healthcare has intensified.

The most vulnerable people in our communities are now the least protected. They are buffeted by unfathomable choices – which increasingly means that healthcare is deferred, putting themselves or family members at risk.

Cornell Scott-Hill Health Center's dedicated and accomplished staff is ever present, so that people will not need to delay what is necessary. Our focus is to provide the resources essential to provide the level of care each person needs, when they need it.

Given the volume of individuals in society struggling with depression, especially at a young age, the crisis intervention resulting from our presence in an increasing number of local schools with integrated medical and behavioral health services may well have averted greater crises and saved lives. Similarly, our comprehensive medical and behavioral health services continue to be life-changing across all ages throughout our communities.

Our overriding imperative is to ensure that we can continue to respond as we have. We cannot allow patients' health to be compromised based on uncertain subsidies; we have a moral obligation to provide the services that are needed. The Foundation is a reflection of your generous spirit of caring.

Thank you for moving forward with us.

LindyLee Gold,
Chair
CSHHC Foundation Board of Directors

CSHHC Foundation Board of Directors

LindyLee Gold, Chair

Senior Specialist, Dept. of Economic and Community Development, State of Connecticut

Michael R. Taylor, President

CEO, Cornell Scott-Hill Health Center

Paul A. McCraven, Vice Chair

Chief Operations Officer, ConnCORP

Gladys Soto, Secretary

CEO, Remesa East, Inc., Sunset Shores, Inc., Harborview & Fiscal Intermediary Services Adult Day Health Centers

Joshua Bird, Treasurer

Chief Financial Officer, Housing Authority, City of Hartford

Deborah Dyett Desir, MD

Associate Professor of Medicine, Department of Medicine, Section of Rheumatology, Allergy and Immunology, Yale School of Medicine

Kim Healey

Retired Executive Director, NewAlliance Foundation

Andrea Lobo

Chief Human Resources Officer, Cornell Scott-Hill Health Center

Jorge L. Perez

Commissioner, Connecticut State Department of Banking

Leonardo H. Suzio

President, Suzio/York Hill



Bank of America: Recognizing CS-HHC's *Excellence, Investing In Its Leaders*

Bank of America's Neighborhood Builders®, the nation's largest philanthropic leadership development program for nonprofit executives, named Cornell Scott-Hill Health Center (CS-HHC) one of its **2024 Neighborhood Builders**. The award recognizes the organization's work to provide accessible, affordable healthcare and create economic opportunity.

Each two-year, \$200,000 award provides comprehensive, effective leadership training for the recognized organization's CEO and one emerging leader. It also helps improve capacity in key areas, leverages other funding, and provides access to a national network of nonprofit peers.

"Local nonprofits create economic opportunity and advancement in Southern Connecticut," said Bill Tommins, president, Bank of America Southern Connecticut.

"Neighborhood Builders funding and leadership training will help CS-HHC expand programs and services, achieve long-term success and sustainability, and support its communities."

Bank of America is one of the nation's leading financial

organizations. Its invitation-only Neighborhood Builders program is highly competitive. Awardees are carefully selected by a committee of community leaders and past Neighborhood Builders awardees.

CS-HHC proudly selected Andrea Murrell, Director of Nursing, as its emerging leader for this program. The growing relationship between CS-HHC and Bank of America was further demonstrated by the presence of Carol Heller, the bank's Senior Vice President, Southern Connecticut Marketing Executive, at CS-HHC's 2025 Beacon of Hope Summer Gala.

"This award and its accompanying leadership training will help us continue to improve access to healthcare, thereby building up underserved neighborhoods across our region and beyond," said Michael R. Taylor, CS-HHC President & CEO. "Access to quality, integrated, affordable healthcare is fundamental to pursuing economic opportunity and advancement, and our dedicated staff is unwavering in that mission."

"The strength and impact of Cornell Scott-Hill Health Center's programs are truly a testament to your commitment ... We look forward to recognizing your accomplishments in our community and are excited for you to become a part of Neighborhood Builders."

- Bill Tommins, President, Bank of America Southern Connecticut

'Mini Grants' Yield *Maximum Benefits* for Patients and Staff

This past year, CSHHC Foundation proudly launched its inaugural "Mini-Grant Program," using the donor funds raised from The Community Foundation for Greater New Haven's Annual Great Give. This program was designed to support CS-HHC staff members by asking them to submit project or equipment requests to positively impact their patients' experience.

After careful review and deliberation, five projects were funded, including the purchase of three Point-of-Care HbA1c testing machines, used to help diagnose and treat diabetic patients. Traditional testing either had to be done off-site or had delayed results — not so with these new on-site machines.

"Having HbA1c results in hand during the patient visit enables providers to instantly adjust medications, provide tailored counseling, and reinforce treatment adherence, effectively closing crucial care gaps," explains CS-HHC Chief Medical Officer, Michael Couturie, M.D.

We appreciate the support of all of our donors.



Yale New Haven Health *Partnership*

Major Gift Helping Integrate Medical and Behavioral Health Services

In December 2024, Cornell Scott-Hill Health Center (CS-HHC) and Yale New Haven Health (YNHH) announced a major five-year unrestricted gift to advance health equity and meaningfully impact the people and communities of Greater New Haven, and beyond.

CS-HHC named the lobby of its newest facility – the **Recovery & Wellness Center (RWC)** – in YNHH's honor.

"We're tremendously grateful for this unprecedented, visionary support," explains Michael R. Taylor, CS-HHC President & CEO. "Our organizations both face increasing need for integrated medical and behavioral health services. We also share an unwavering commitment to providing equitable, comprehensive healthcare to all."

"Yale New Haven Health supports Cornell Scott-Hill Health Center as it addresses serious behavioral health needs with an integrated care model within our community," notes Christopher O'Connor, YNHH CEO.

CS-HHC achieved a huge milestone in meeting those needs with the opening of the RWC. Located in New Haven, adjacent to CS-HHC's South Central Rehabilitation Center, the RWC provides stigma-free holistic care, with a comprehensive array of services including:

- Partial hospitalization
- Intensive outpatient treatment
- Primary medical and dental care
- Short-term therapeutic living environment for those with substance use and co-occurring mental health issues



The RWC, among the most comprehensive behavioral health and addiction services centers in South Central Connecticut, features 52 therapeutic shelter beds, 40 for men and 12 for women. In its first year of operations, it already has provided thousands of in- and outpatient visits.

The Yale New Haven Health gift was announced in December 2024 at the New Haven home of philanthropists and community leaders Barbara and Michael Schaffer (pictured above to the right.)

The event was attended by community leaders and key representatives from Yale New Haven Health, Cornell Scott-Hill Health Center, and Cornell Scott Hill Health Center Foundation.



Nick Olsen



Dakota Olsen



Michael Taylor



Jorge Perez



LindyLee Gold

Beacon of *Hope*:

Event Illuminates Accomplishments, Impact, Challenges

With the inaugural **Beacon of Hope Summer Gala**, Cornell Scott Hill Health Center (CSHHC) Foundation introduced an exciting new event to support CS-HHC's vitally important medical and behavior health services.

The gala, held at The WoodWinds in Branford, was co-chaired by LindyLee Gold, CSHHC Foundation Board Chair and Senior Specialist, Connecticut Department of Economic and Community Development; Nick Olsen, President, Olsen Construction Services; and The Honorable Jorge Perez, Commissioner, Connecticut Department of Banking.

With the generous support of 30+ sponsors, including individuals, community organizations, healthcare entities, businesses, corporations, and charitable foundations, 135 attendees enjoyed a summer evening of delicious food, warm fellowship, and thought-provoking insights about changes and challenges on the healthcare horizon.

Guests also viewed the premier of a video featuring patient, provider, staff, and compelling board member testimonies about CS-HHC's remarkable track record of providing compassionate, comprehensive, coordinated medical and behavioral health services to its nearly 60,000 patients.

One riveting program segment was a live interview with Dakota Olsen, conducted by Ece Tek, M.D., CS-HHC Chief Medical Officer of Mental Health and Addiction Services. As Dakota, the wife of Nick Olsen, an event sponsor, candidly recounted her addiction experience to a rapt audience, she stressed the importance of support services in her successful recovery.

Attendee feedback gave the Beacon of Hope Gala high praise for enjoyment, education, and enlightenment. One guest summed it up by saying, "I had no idea how many services Cornell Scott offered!"



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Our Generous Donors

Fiscal Year 2025 (July 2024–June 2025)

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Thank you!

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Art is *Healing*

The 'HeART of Healing' Arts Initiative harnesses the power of art and community

By strengthening connections within ourselves and with each other, art plays a powerful role in the healing process.

In 2020, **Michael R. Taylor**, Cornell Scott-Hill Health Center (CS-HHC) Chief Executive Officer, and his leadership team sought to complement and elevate the care we offer our community by incorporating beautiful, impactful artwork seamlessly into the Health Center experience.

Carlah Esdaile-Bragg, CS-HHC Director of Marketing and Community Relations, and her team collaborated with community partner organizations and individuals to find local and regional artists and launch the "**HeART of Healing**" Arts Initiative.

To date, more than 21 Connecticut artists have participated in the initiative. Each was commissioned to create and/or provide artwork to promote a soothing, engaging, positive environment, while also celebrating community and service.

With the help of donor contributions, we hosted a **HeART of Healing** luncheon featuring two of those artists, **Faustin Adeniran** and **Ricardo Gutiérrez**. The event brought together the **Community Foundation for Greater New Haven**, the **Arts Council of Greater New Haven**, and community members to ask questions of and learn

from our artists. Guests also received a copy of the first edition of our **HeART of Healing** photo book featuring all contributing artists.

We continue to add new, emerging local and regional artists to HeART of Healing and promote their work in our website's virtual gallery, www.cornellscott.org/the-heart-of-healing.



Please follow us on social media for updates on the artists' personal experiences of healing and the connection of community through art on the walls of Cornell Scott-Hill Health Center.



Patient Access Fund:

Addressing Changes & Challenges in Healthcare

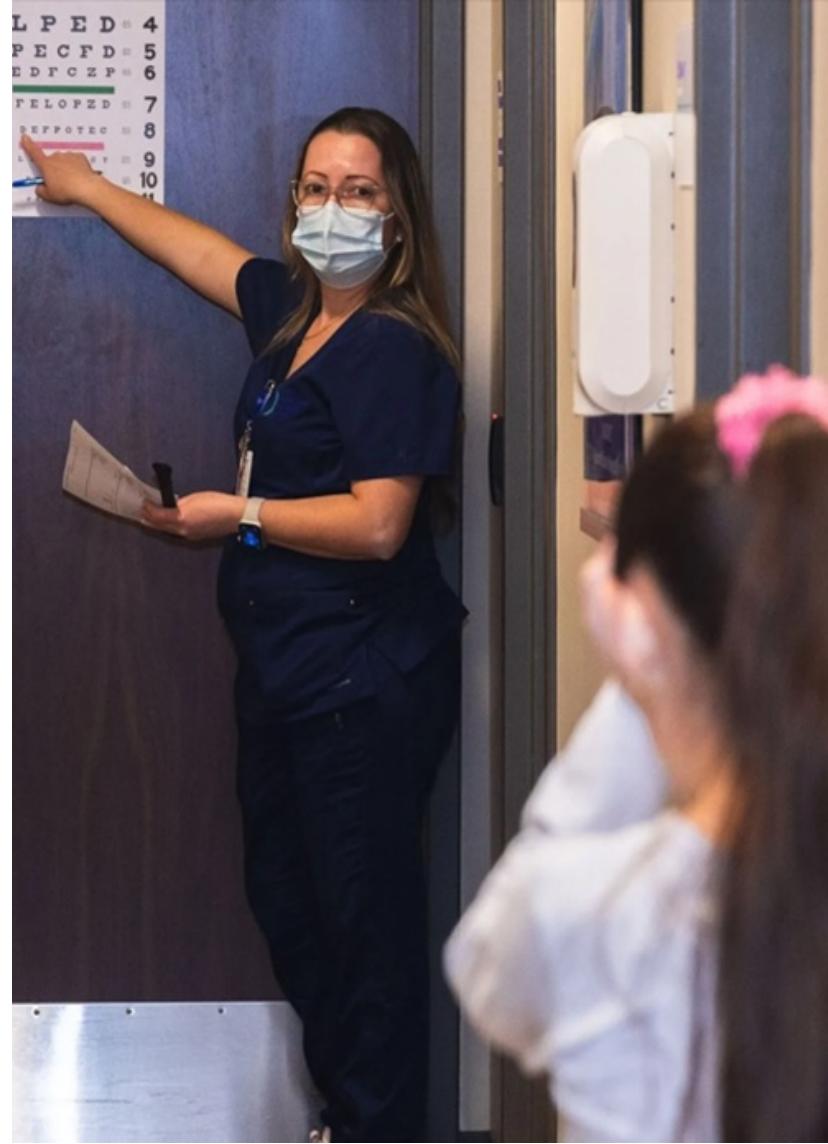
A sense of uncertainty pervades America's shifting healthcare landscape. Change is definitely on the horizon, but Cornell Scott-Hill Health Center's (CS-HHC) commitment to provide high-quality, accessible healthcare is unwavering.

To support that commitment, Cornell Scott Hill Health Center (CSHHC) Foundation established the **Patient Access Fund** (PAF) to subsidize CS-HHC's ability to care for the significant number of people who may lose their health insurance coverage due to federal changes to Medicaid and the impending expiration of expanded Affordable Care Act tax credits.

The PAF was publicly announced at the CSHHC Foundation's Beacon of Hope Gala in early summer. Its very first donor – an attendee at that event who was greatly moved by the shared stories of hope and healing – made a generous gift to the PAF the very next day!

The Patient Access Fund continues to grow thanks to generous, visionary donors like you. However, as the healthcare landscape continues to change, we are in need of more contributions to CS-HHC, because they subsidize more services for patients.

"Our foundation is committed to its mission of support for Cornell Scott-Hill Health Center," explains LindyLee Gold, CSHHC Foundation Board Chair. "We're determined to ensure patients get the medical and behavioral health services they need from CS-HHC."



If you'd like to help, please go to www.cornellscott.org/donate





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