

OUR REACH IN 2025

56,681

Patients Served

424,313

Patient Visits ▲+3.0%

65,913

Prescriptions Dispensed

15,033

Best served in
another language

8,184

Patients experiencing
homelessness ▲+51%

Cornell Scott–Hill Health Center was the first community health center in Connecticut when we were founded on December 3, 1968. Today we are a federally qualified, Joint Commission–accredited Patient Centered Medical Home serving nearly 57,000 patients across Greater New Haven and the Lower Naugatuck Valley — with comprehensive primary, behavioral, dental, and specialty care, accessible to all.

A Community of Caring · Founded 1968

Greater New Haven & Lower Naugatuck Valley
Connecticut's First Federally Qualified Health Center

QUALITY LEADERSHIP



HRSA 2025 Triple Award Recipient

Quality Leader Silver · High-Value · Advancing HIT · Joint
Commission Accredited · PCMH Recognized

2021: Advancing HIT → 2022–23: + Improving Access → 2024: Quality
Bronze → 2025: SILVER ★

5-YEAR CANCER SCREENING GAINS

Cervical

53.9% → 71.0%

+17.1pp

90th Nat'l

Colorectal

47.0% → 57.6%

+10.6pp

84th Nat'l

Breast

50.1% → 61.5%

+11.4pp

76th Nat'l

CLINICAL QUALITY METRICS

66.5%

▲+1.6pp

Hypertension
Controlled

47.0%

▲+16.8pp 95th %ile

Depression
Remission

90.0%

▲+13.2pp ★ Top Qtr

Dental Sealants
Ages 6–9

20.5%

▼-3.4pp ✓
Lower=good

Poorly Controlled
Diabetes HbA1c>9%

36,074 → 56,681 patients (+57% since 2020)

91st national percentile for panel size · SUD services: #1 CT FQHC,
95th–96th nationally · CT market share: 13.61% ▲

Our Mission

Cornell Scott–Hill Health Center measurably improves the health and well-being of the communities we serve by providing excellent and compassionate care, accessible to all.

WHO WE SERVE

PATIENT DEMOGRAPHICS

Gender: Female 60% | Male 40%

Ethnicity: Latino/a 40.8% | Non-Latino/a 58.4%

Race: African American 36.1% | White 41.8% | Other 18.8%

Income: 48% at or below federal poverty level

Uninsured: 9.6% vs. 20.3% national FQHC average

PAYER MIX

58%

Medicaid

19%

Private ▲+1.8pp

13%

Medicare

10%

Sliding Fee/Uninsd

PATIENTS BY CONDITION

10,680

Hypertension

8,558

Depression

8,184

Homelessness ▲+51%

6,693

Diabetes

5,444

Substance Use Disord.

4,219

Asthma

3,611

Alcohol Dependence

352

Living with HIV

ACCREDITATIONS & RECOGNITIONS



WHO WE SERVE

Care for the patients
other systems cannot reach.



8,184
▲+51%

Patients experiencing homelessness
(HRSA Healthcare for the Homeless)



15,033

Best served in a language
other than English



16,447

Residents of public housing
(HRSA RPH program)



3,323

School-based health center patients
(New Haven, West Haven & Hamden)



5,444
▲+10%

Adults in active SUD treatment,
including MAT & transitional shelter



191

Veterans served

CONDITIONS WE TREAT, AT SCALE

10,680

Hypertension

8,558

Depression

6,693

Diabetes

5,444

Drug-use Disorder

4,219

Asthma

3,611

Alcohol-use Disorder

352

HIV outreach, educ. & tmt.

PAYER MIX — BUILT ON COVERAGE WE CANNOT REFUSE

58%
Medicaid

19%
Private Insurance

13%
Medicare

10%
Sliding Fee/Uninsd

QUALITY LEADERSHIP

All gains achieved on a panel
of growing complexity.

2021: HIT → 2022–23: Access → 2024: Bronze → 2025: SILVER ★

5-YEAR CANCER SCREENING GAINS

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84th Nat'l

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ACCREDITATIONS & RECOGNITIONS



Since 1968, no one has been turned away for inability to pay.

Connecticut's first FQHC · 57 years of care, unbroken

SERVICES BY THE NUMBERS



48,616

Medical Patients



7,781 ▲+3.7%

Mental Health Clients



7,045

Dental Patients



3,432

Vision Patients



5,444 ▲+10.1%

SUD Clients



3,323

School-Based Patients

19,280

▲+47.7%

Case Mgmt Visits

3,710

▲+38.5%

Mammograms

527

▲+274%

PrEP Visits

COMPREHENSIVE SERVICES

Primary Care

- Adult Medicine
- Women's Health / OB-GYN
- Pediatrics
- Public Housing Residents
- School-Based (3 sites)

Behavioral Health

- Adult Mental Health
- Child & Family Guidance
- MAT / SUD / Recovery
- School-Based MH

Dental & Vision

- Adult & Pediatric Dental
- Oral Surgery · Perio
- Eye Clinic / Ophthalmology
- Optometry · Audiology

Specialty & Support

- Derm · ENT · Neurology
- GI · Ortho · Rheum
- Pharmacy · Nutrition · WIC
- Title X · HIV · Street Med

COMMUNITY CONTEXT

New Haven County, CT — Why this work has never mattered more.



HOUSING AFFORDABILITY

\$380K Median home sale price, NH County (▲+8.8% YoY)

\$2,337/mo Average rent — 1-BR \$2,237 · 2-BR \$2,629

\$86K/yr needed To avoid rent cost-burden vs. \$56,851 median HH income

48% of CT renters are cost-burdened · 72% of New Haven households rent

HOMELESSNESS

CT STATEWIDE

+9.5% CT homelessness 2024→2025

+45% Unsheltered, same period

+183% Unsheltered since 2022

-110K CT housing unit shortfall

+51% CSHHC homeless patient growth

DEMOGRAPHICS

NEW HAVEN CITY

141,686 Pop. (▲+9.57% since 2020)

31% Hispanic/Latino — largest group

27.6% Black / African American

17.7% Foreign-born residents

\$56,851 Median household income

23.9% Family poverty rate

CSHHC's 51% surge in homeless patients mirrors Connecticut's 45% rise in unsheltered homelessness — and New Haven's median income falls \$29K short of what's needed to afford rent. These aren't statistics. They are our patients.

Sources: Redfin, Zillow, RentCafe, CTData.org, DataHaven, CT Coalition to End Homelessness PIT Count (Jan 2025), U.S. Census ACS 2024.

LEADERSHIP

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Vanessa Andrews · Chief Compliance & Risk Officer

CONNECT WITH US

203-503-3000

cornellscott.org · cornellscott.org/donate

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400 Columbus Ave, New Haven, CT 06519

CSHHC Foundation · Mary Ellen Cody, Chief Development Officer

A gift sustains sliding-fee care, school-based clinics, and recovery services that insurance alone never fully covers.

Founded Dec. 3, 1968 · Connecticut's First FQHC · 39 care sites · Greater New Haven & Lower Naugatuck Valley