

intercommunity health care

together, *we are recovering.*

together, *we are becoming stronger.*

together, *we are achieving more.*



ANNUAL 20

21 REPORT



**InterCommunity
Health Care**

Health Care for the Whole Person

I can do things you cannot;

you can do things I cannot.



Together we can do great things.

– Mother Teresa

Since 1977, InterCommunity Health Care has been changing the meaning of care.

Our staff, Board of Directors, donors and sponsors share a vision with us — collectively, we believe that everyone is deserving of quality, compassionate health care, regardless of their ability to pay for it.

In these nearly 45 years, we've learned much, but nothing more instrumental than the value of **unity** and **working together** in achieving our mission and meeting the needs of all we serve.

We prove each day that together, we can do great things.

And no one benefits more from our combined efforts than the members of our community, who have historically been underserved.

As we move ahead, we know that with a unified vision and approach, we can put an end to healthcare disparities and make the delivery of healthcare services equitable for all.

Dear Friends,

This is the time of year that we look back on all that we are thankful for and all that we have accomplished. In doing so, we are reminded, over and over again, of the very apparent value of unity in working toward advancing our mission – especially during these most challenging days.

Like us, our community is struggling to recover in many ways from the lingering effects of the pandemic. We are now beginning to realize the physical and mental health crises developing for people of every age and socio-economic level. Our community needs more from us and they need it now. We will unite to become stronger, achieve more and help as many people as possible get the quality health care they deserve.

We are most fortunate to employ a staff who believe in working together for the good of our organization and the benefit of the people we care for. We are equally grateful to those who come together with us to support the healing and recovery of both our clients and our staff after another extremely taxing year. We are proud to work alongside so many who, like us, will never stop caring.

Thank you for helping to make us stronger and better. We have grown in many ways and are dedicated to achieving even more in the coming year. We look forward to brighter days ahead, together with you.

Sincerely,

Kimberly L. Beauregard, LCSW, President and CEO



She
shines

The Board of Directors of InterCommunity Health Care congratulate President and CEO, Kimberly L. Beauregard, LCSW, on her Hartford Business Journal Lifetime Achievement Award.

Under Kim's leadership, InterCommunity Health Care has become a leader in the equitable delivery of quality health care for everyone and a beacon of hope in the lives of the people we serve.

*“You never gave up on me. You saw something in me
that I didn’t see in myself. Especially to learn to love myself,
that was probably the hardest thing I had to do.”*

– Annette



Jim Parlee visits
with Annette and her
three-year-old
daughter, Amarilyze.

Annette Diaz knows the pain of addiction.

She spent years on the streets in Bridgeport doing whatever she needed to do to survive. With undiagnosed mental health issues and a drug addiction that was controlling her life choices, Annette knew she was in grave danger.

After completing a voluntary detox, Annette relied on the help of a behavioral health counselor to find a residential treatment program to strengthen her recovery. She was “brought to the doorstep” of Clayton House, one of InterCommunity’s residential recovery programs, over 10 years ago and credits the staff there with saving her life.



Today, in her professional role as Mobility Manager for the nonprofit organization, Way To Go Connecticut, Annette connects people with disabilities and health issues to transportation options for the services they need.

Shortly after her arrival, Annette met Jim Parlee, Certified Addiction Counselor and Program Manager at Clayton House. She approached Jim and asked him to become her counselor, pleading, "I don't want to die."

What developed from there was a relationship with the accepting, non-judgmental support Annette needed to recover, and the beginning of lifelong friendship; a bond that will never be broken.

"They're like little angels...the people there are genuine and they're unique, and to me, they're irreplaceable. You can't replace that level of kindness and that level of caring."

Jim, a person in recovery himself for over 30 years, gently guided Annette through the recovery process, reminding her that "recovery is not an alone process," encouraging her to connect to a healthy network that would "love you until you can love yourself."

In the months that followed, Jim went above and beyond in helping Annette learn to live as a person in recovery. He accompanied her to a court appearance in Bridgeport and helped her to develop safe, healthy decision-making skills, all with positivity, patience and kindness.

After making great strides in her recovery at Clayton House, Annette moved on to spend over two years in a sober house and, eventually, to her own apartment. But her connection to Clayton House has never ended. As an alumni, she is welcomed back at any time. Annette continues to keep in touch with staff and returns occasionally to cook or offer training in administering Narcan. She admits today that she is still a work in progress, however, thanks to her friends at Clayton House, Annette has skills that help sustain her recovery and a support system that is there for her whenever she needs it. For this, she is truly grateful.



Going above and beyond for a family from Ghana

In August 2021, InterCommunity's School Based Health Centers conducted back to school health clinics for residents of East Hartford. It was there that Nurse Practitioner Syrma Middlebrook met Ishmeal and his daughter Heidi, who had just relocated to East Hartford from Ghana.

Heidi, a bright, soft-spoken seven-year-old, would soon be entering the second grade. Her father brought her to the clinic for the required physical exam and immunizations Heidi needed to start school. But what they received in their health visit turned out to be much more than that.

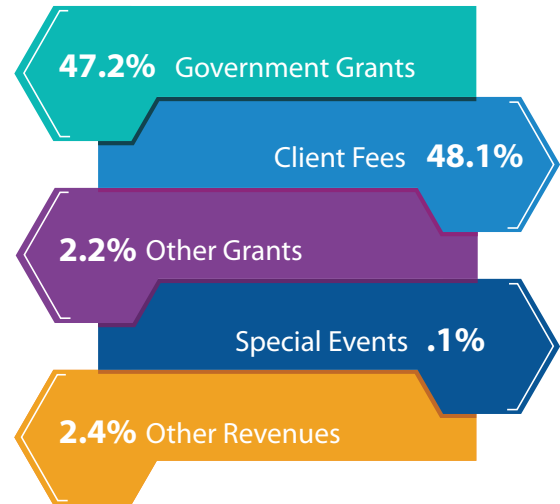
Syrma and the staff at the SBHC began the visit by calmly explaining everything they would do during the exam, including extra blood tests and vaccines required for children immigrating from Ghana. They offered Heidi and Ishmeal advice on dental care, nutrition and, finally, guidance in securing health insurance for Heidi through a state program. In short, they worked with this new family to make their transition to a new life in East Hartford as smooth as possible.

Brave little Heidi received five different vaccines that day, but, thanks to Syrma's gentle care, she left with a smile on her face, ready to start a new school year.

STATEMENT OF ACTIVITIES

June 30, 2021

	2021
Government Grants	15,253,932
Client Fees	15,567,600
Other Grants	696,048
Special Events	45,503
Other Revenues	777,833
	<u>32,340,916</u>
Operating Expenses	<u>31,115,406</u>
Change in Operating Net Assets	<u>1,225,510</u>
Other Changes in Net Assets	<u>4,013,985</u>
Change in Net Assets	<u>5,239,495</u>

FISCAL YEAR 2020- 2021
REVENUE BY SOURCE

Working together in fiscal year 2020-2021, we provided health care services to nearly 10,000 people, either in person or through telehealth.

54,654
Behavioral
Health
Services

9,661
Primary
Care
Services

5,289
COVID
vaccines
given

20,654
Residential
Recovery
Services

11,898
COVID
tests
provided

4,059
School Based
Health Center
Services

29,627
Telehealth
visits
provided

Health Care for the Whole Person
offers people integrated care, which
presents the best opportunity for
healing, recovery and living well.

Gratitude for those who make us stronger and help us succeed



InterCommunity Health Care believes in the power of people working together toward a common goal. With the combined efforts of our staff, board of directors, sponsors and donors, we continue to expand our capabilities and offer integrated health care services to more and more people each year.

The need for the services we provide is great; the evidence of this has never been more pronounced than now. We thank each and every one of you for your contributions that support our mission and the very critical work we do in the community.

The journey to provide quality health care to everyone is never easy. But your presence by our side has helped us through some of the toughest times we've experienced. We, and the people we care for, appreciate your continued dedication and commitment as we all recover, move forward and vow to never stop caring.

Board of Directors

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Nisha Mungroo, Bilingual Associate Attorney,
Victim Rights Center of Connecticut

Elise Schreier, 2VP, Excess Claims, Travelers,

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Executive Leadership Team

Kimberly L. Beauregard, LCSW
President & Chief Executive Officer

Tyler V.R. Booth, LCSW
Vice President & Chief Operations Officer

Tracey Decker
Chief Administrative Officer

Jeffrey Hughes
Chief Financial Officer

Danilo Pangilinan, MD
Chief Medical Officer

InterCommunity, Inc.

Administrative Offices:
800 Connecticut Boulevard
East Hartford, CT 06108 860-569-5900
www.intercommunityct.org



"The greatness of a community is most accurately measured

by the compassionate actions of its members."

– Coretta Scott King



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Mission Statement:

InterCommunity inspires hope and promotes whole person health by providing high quality, affordable, compassionate healthcare for everyone.

 **#WeWontStopCaring**

