

2021
2022

INTERCOMMUNITY HEALTH CARE **ANNUAL REPORT**



45
YEARS
CARING
FOR ALL

A COMMUNITY OF

caring



**InterCommunity
Health Care**
Health Care for the Whole Person

I THINK A HERO IS
ANY PERSON
REALLY INTENT ON
MAKING THIS
A BETTER PLACE FOR

all people.

– Maya Angelou



MESSAGE FROM THE PRESIDENT & CEO

2021
2022

WE *Care*

Dear Friends,

InterCommunity Health Care has enjoyed another banner year of caring for our community. In serving over 10,000 adults and children this year alone, we gained even deeper insight into the value of ensuring that everyone has access to quality health care.

We have watched our community struggle as we continue to recover from an unprecedented time of hardship, which affected people everywhere physically and emotionally. The need for the services we provide has never been more apparent and we are committed to finding new ways to meet those needs. To that end, we are most proud this year of the acquisition of our new Mobile Care Van, extensive renovations completed at Recovery House and Common Ground, and the monumental growth and expansion of our School-Based Health Centers.

This year we also celebrated our 45th Anniversary of providing care to every member of the family and every member of the community. While much has changed since our inception in 1977, one thing remains unchanged:

WE ARE HERE TO PROVIDE EXCEPTIONAL HEALTH CARE TO ALL MEMBERS OF THE COMMUNITY AND ARE COMMITTED TO DOING SO IN A SAFE, EQUITABLE AND RESPECTFUL MANNER.

In this journey, we are most fortunate to be surrounded by a gifted and dedicated staff, a wise and thoughtful Board of Directors, like-minded community partners, and a profoundly generous group of sponsors and donors, all of whom work tirelessly to support the important work we do. With vision and perseverance, we continue to change the meaning of care.

I, and the people whose lives are made happier and healthier by the work we do, thank you for caring.

Sincerely,

Kimberly L. Beauregard, LCSW
President and CEO
InterCommunity Health Care



CARING FOR *everyone*

InterCommunity is making quality health care more and more accessible each year. We provided treatment and care to over 10,000 adults and children in FY 21-22 in a broad range of settings:

- In our Hartford, East Hartford and South Windsor community health centers
- In our School-Based Health Centers
- Via telehealth appointments
- In people's homes
- At our Detoxification Center
- In our seven residential recovery programs



InterCommunity strives to meet the health care needs of every member of the family and every member of the community, always with the respect and kindness we all deserve. We will continue to broaden our reach in new ways, making the delivery of health care more equitable in our community.

CARING FOR OUR *children*

InterCommunity is making the health and wellness of our children and teenagers a priority. The need for primary care and especially mental health services in the aftermath of the COVID pandemic has become painfully obvious. We have made great strides in serving record numbers of children in our community and are most proud of the growth and success of our School-Based Health Centers. Operating in nine East Hartford schools, the health centers have registered and treated over 3,000 young people since their openings five years ago.

In this short time, InterCommunity's School-Based Health Centers have worked within the schools to support students and families, as well as school staff in ensuring that all of a student's health care needs are met. At times, the care we provide is truly life-saving:

"I have a student who verbalized in session that she was struggling with passive suicidal ideation. We worked to process her feelings and practiced coping skills. Together, we reached out to her mother. Our clinician learned that mom was not aware of her daughter's feelings. We then worked to problem solve and identify healthy ways to increase communication and support at home. In addition, we connected the family with 211 for further evaluation and support. In follow-up sessions, the student reported feeling much better, and both she and her mother thanked our clinician for the intervention."

– Rebecca Rickert, LCSW, Clinical Manager
InterCommunity School-Based Health Centers

Since opening the first School-Based Health Centers in 2017, we have expanded to nine schools in East Hartford and have recently opened a center in Manchester's Illing Middle School. The success of these programs is a testament to the dedicated work of many clinicians and providers who offer students and their families a safe and deeply caring environment where all of their health care needs are addressed.

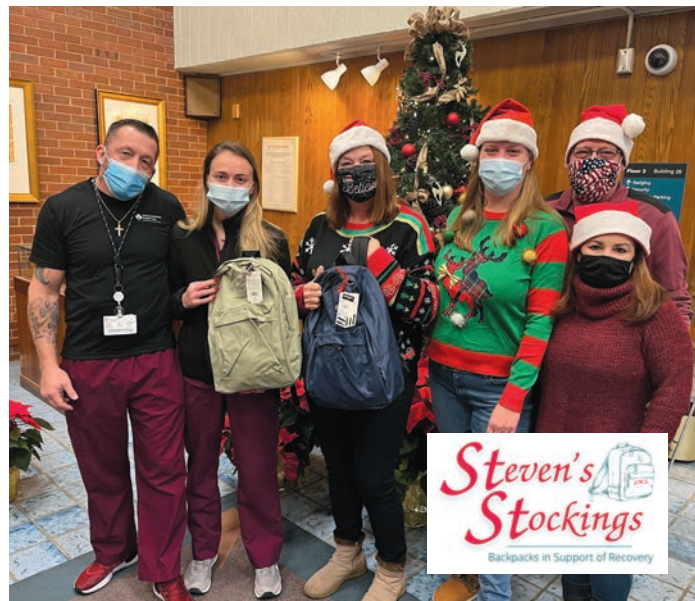
We continue to explore further growth and expansion opportunities to provide innovative health care to the children in our community.



OUR COMMUNITY *partners*

InterCommunity realizes the beneficial value of working with community partners to support, educate, and comfort the people of our community. With a host of partners who believe very deeply in the power of the work we do, we positively touch the lives of countless individuals and families each year.

We feel fortunate to be surrounded by these partners who offer their contributions to further support both us and the people for whom we provide care. One long-time partner of InterCommunity is **Steven's Stockings**, a nonprofit volunteer-driven organization that raises funds each year to provide backpacks of self-care essentials, clothing and recreational items to people affected by mental illness, addiction or homelessness. During the holiday season, members of Steven's Stockings deliver these generously-filled backpacks, along with words of acceptance and encouragement, to residents in our recovery programs. Last year alone, our patients received 218 backpacks valued at \$5,533.36. What a touching and meaningful gift, especially for some who find themselves alone at the holidays.



InterCommunity is able to expand its presence in the community by partnering with many civic organizations, elected officials, community leaders, and volunteers. A few highlights from FY 21-22 include participation in:

- Hartford Food System and North End Farmers Market
- Town of East Hartford Juneteenth Celebration
- Town of Newington Wellness Fair
- Town of West Hartford Pride Celebration
- NAMI Walks Your Way Connecticut

This year, InterCommunity also began the process of reviving and enhancing our volunteer program, with an official relaunch planned for 2023. From November 1, 2021, to June 30, 2022, we recruited 54 community volunteers who served 162 hours. The value of each volunteer hour is nationally estimated at \$29.95. Therefore, InterCommunity volunteers contributed \$4,851.90 to the vitality of InterCommunity and the Greater Hartford area.

With shared vision, empathy and effort, we look forward to working with many community partners in the coming year to care for our community in new and purposeful ways.





anay

EAST HARTFORD HIGH SCHOOL SCHOOL-BASED HEALTH CENTER MENTAL HEALTH SERVICES

Anay is a soft-spoken 15-year-old sophomore at East Hartford High School. She is quick to praise InterCommunity's School-Based Health Center Social Worker, Nicole Salisbury, LCSW, with whom she has developed a close bond.

At the start of her freshman year, Anay was referred to Nicole to help her adjust to high school and deal with some personal issues she was experiencing, including being somewhat "silent" and withdrawn. Since then, Anay reports that her life is dramatically changed for the better. She has more friends, a healthy social life and feels more comfortable singing now, remarking, "And it also helps me when I sing – now I'm more confident and open my mouth and show emotion in it."

"IT HELPS ME ALL AROUND.
NICOLE IS ONE OF THE
PEOPLE IN MY LIFE THAT
I KNOW I CAN TALK TO AND
FEEL SAFE TOWARDS...
MY LIFE IS PRETTY GOOD
RIGHT NOW." – ANAY

Today, Anay is happy to share that she is less angry, more talkative, and spending less time alone on her phone. She even likes school better!

Anay values her relationship with Nicole and all that she has learned in their time together. As for her future, Anay feels confident that she can come to Nicole when difficulties arise and that together, they can find positive ways to make things better.

james

HARTFORD PRIMARY CARE, ADDICTION RECOVERY, & MENTAL HEALTH SERVICES

James admits that it took many years for him to realize that his long-term drug and alcohol use was a problem. After a friend referred him to InterCommunity for recovery services, James fully immersed himself in all that his care team offered, including residential recovery services, mental health services and primary care services.

Since coming to InterCommunity earlier this year, James has maintained his sobriety, worked on re-establishing family relationships, and now makes his physical and mental health a priority. He is particularly motivated by his counselor, Skip, who encourages him still to let his guard down, speak his truth, and know that he will never be judged at InterCommunity. James found the positivity and encouragement he needed to recover, saying, "I found people here who were willing to hear me, for the first time...and listen to me. It felt so good."

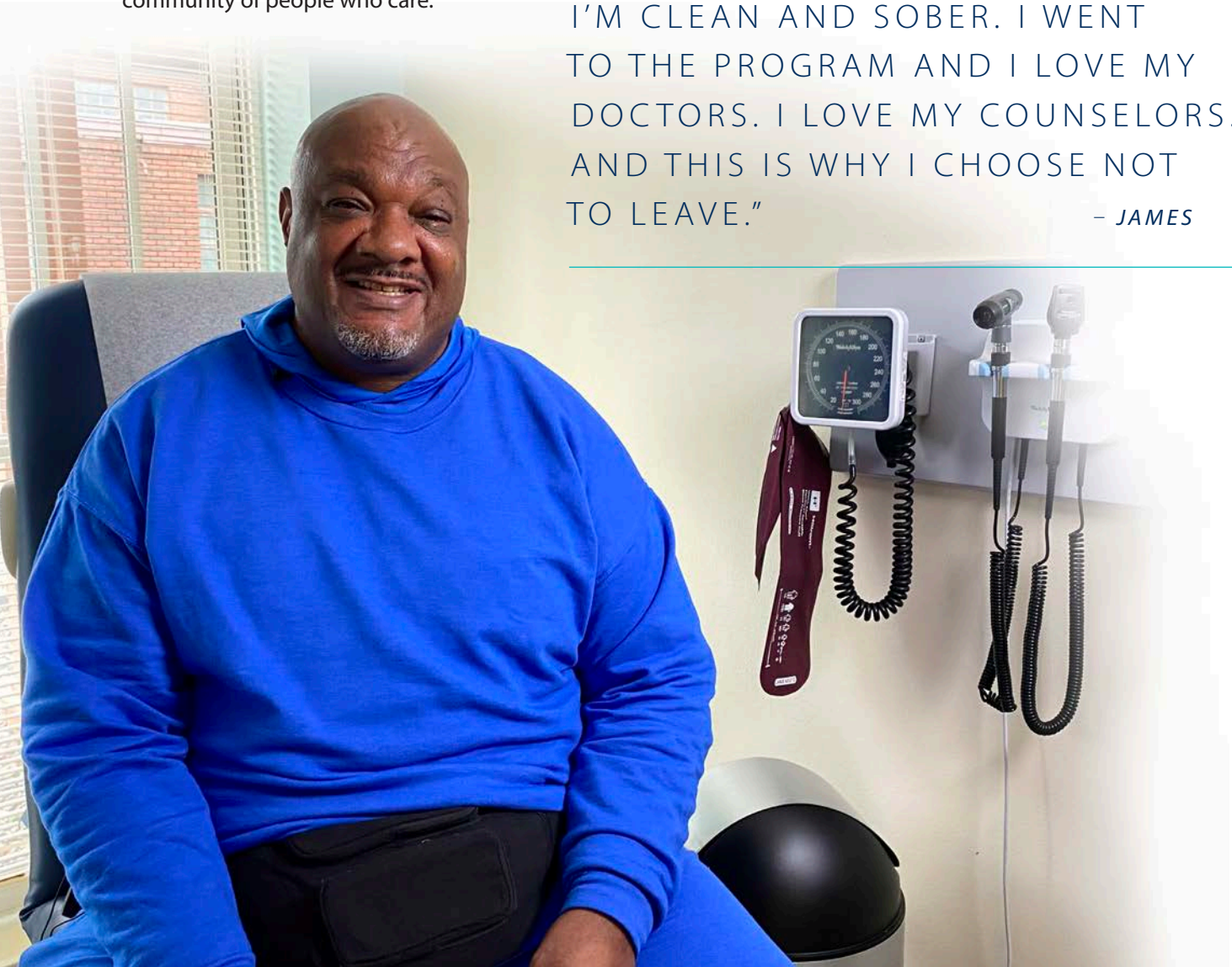
James is grateful to "this beautiful place" and the nurses, doctors, psychiatrists, and counselors who care for and about him. He is now the person he wants to be; the person he wants the world to see.

When asked about his future, James's face lights up as he expresses his hope, knowing that for the first time, there IS a future for him, which might possibly include counseling others in their recovery journeys.

James's recovery progress is a shining example of the benefits of integrated health services care – provided by a community of people who care.

"OH, I LOVE WHERE I'M AT TODAY.
I'M CLEAN AND SOBER. I WENT
TO THE PROGRAM AND I LOVE MY
DOCTORS. I LOVE MY COUNSELORS.
AND THIS IS WHY I CHOOSE NOT
TO LEAVE."

– JAMES



STATEMENT OF ACTIVITIES

June 30, 2022

	2022
Government Grants	\$ 16,674,349
Client Fees	\$ 17,354,624
Other Grants	\$ 181,987
Special Events	\$ 85,256
Other Revenue	\$ 320,524
	<u>\$ 34,616,740</u>
Operating Expenses	<u>\$ 33,345,231</u>
Change in Operating Net Assets	\$ 1,271,509
Other Changes in Net Assets	<u>\$ 0</u>
Change in Net Assets	\$ 1,271,509

FISCAL YEAR 2021- 2022 REVENUE BY SOURCE



A YEAR OF *growth*

Dear Friends,

On behalf of our Board of Directors, Executive Leadership Team, clients, staff, and community, I want to thank you for your generous donations, sponsorships, and partnerships during fiscal year 2022.

Fiscal year 2022 could best be described as a year of growth, expansion, impact, and firsts. After years of deliberation and strategic planning, InterCommunity transitioned its development committee to a Development and Marketing Department. We now have a greater focus on enhancing our development, marketing, and communications strategies to align more closely to our mission and business values, and ensure a greater return on our investment in paid advertisements and community education activities.



Our very first East Hartford Healthy Community Connections event was a huge success!

Here are a few highlights of the impact the new strategy has had on our agency, clients, and community:

- We expanded our preventive healthcare services to the community with the purchase of our first Mobile Care Van.
- We received a \$125,000 grant from Cigna to address food insecurity. InterCommunity's School-Based Health Centers partnered with East Hartford Public Schools and East Hartford ShopRite to host the inaugural East Hartford Healthy Community Connections event and distributed food valued at \$5,304.60 to 150 households.
- In addition to food, we provided over 100 families with furniture, clothes, appliances, and other household goods valued at over \$187,000.
- We secured a \$10,000 grant from the United Way of Northeast & Central Connecticut to continue strengthening our Diversity, Equity & Inclusion (DE&I) work across the agency.
- We held our Annual Signature Gala virtually and rebranded and launched the inaugural Fairways to Care Golf Tournament, which together raised over \$90,000 to address children's mental health and adult services.
- We increased our social media following by 22% by being more intentional and consistent in posting to a more diverse audience.
- We sponsored or supported 29 community events and activities in which we had direct interactions with 5,319 residents of the Greater Hartford community and 118,143 impressions through TV interviews, commercials, and social media boosts.

With your continued support in fiscal year 2023, we hope to strengthen existing connections and build new relationships to fulfill our mission, raise money to strengthen our unrestricted funds, and recruit volunteers and community partners to help us increase access to high-quality healthcare services for the most vulnerable members of our community.

Save the date for the Fairways to Care Golf Tournament on June 1, 2023, at Keney Park Golf Course, Hartford, and our Signature Gala event on November 17, 2023, at The Riverview, Simsbury.

Forever grateful,

Venton Forbes
Development Director
InterCommunity, Inc.

THANK YOU FOR

caring

We are most fortunate to be abundantly supported by a generous group of sponsors and donors, including:



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Andrew Wu
YHB Charitable Endowment
Kelvin Young
William Young

IN 1977,

several members of the Congregational Church of South Glastonbury were searching for a way to support and educate each other as they encountered mental illness in their families. They were given a place to gather in the basement of the church and the support of then Pastor, Reverend Michael Stevens.

From this humble beginning, InterCommunity has blossomed into a vibrant community health organization that now provides integrated health care services to over 10,000 adults, children and teens each year.

45
YEARS
CARING
FOR ALL

OUR VISION FOR THE FUTURE

We have never been more determined to diminish the health care disparities that exist in our community, thus creating new and improved avenues for care that are available to ALL people. In essence, this is at the core of what we do and one of most impactful ways we will continue to change the meaning of care. We will continue to address the health care needs of adults, children and families in ways that ensure easy access to care and improved quality of life. Our plans are ambitious and include:

- Expanding urgently-needed mental health and primary care services for young people by growing our School-Based Health Centers beyond East Hartford
- Creating new paths to primary care in our South Windsor Community Health Center that address all demographics, including children, adolescents and the elderly
- Centralizing and expanding services in our 287 Main Street East Hartford offices so patients of every age can easily access all of their health care in one convenient location

InterCommunity remains fiercely dedicated to treating all people with the care, kindness and respect they deserve. With these plans in place, we envision a future where the delivery of health care is more equitable, more accessible, and more caring.

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

Tracey Decker
**Chief Administrative Officer and
Corporate Compliance Officer**

Jeffrey Hughes
Chief Financial Officer

Danilo Pangilinan, MD
Chief Medical Officer

Michelle Smith Cotto
Chief Legal and Human Resources Officer

Mission Statement:

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

 **#WeWontStopCaring**





WE'VE CHANGED
THE MEANING OF CARE.
AND

caring



Administrative Offices:

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