



THE HEART OF RECOVERY

50 Years of Compassionate and Innovative
Residential Addiction Recovery Services



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



2023
ANNUAL
REPORT

The need for addiction recovery services in our community has been present for decades. In the early 70s, Hartford had no options for safe detoxification from alcohol or drugs other than hospital ERs, which proved difficult for hospitals and insufficient for people looking to recover from addiction. Thankfully, change would come that would build a foundation for the addiction recovery programs we provide at InterCommunity today.

1973

1973 CHAP (Combined Hospital Alcohol Program) is founded in Hartford to provide people with safe, medically monitored care for withdrawal from alcohol.

1977 The original foundation of InterCommunity was created by three families who gathered together in the basement of the South Congregation Church in Glastonbury, CT to offer mutual support and exchange information regarding mental health issues. The organization was incorporated as Glastonbury Mental Health Group (GMHG).

1980s GMHG was renamed InterCommunity Mental Health Group (ICMHG) to incorporate service delivery to individuals residing in towns other than Glastonbury and opened a formal Residential program, Case Management, Supported Employment, and a Psychosocial Rehab Program.

1980s A name change from CHAP to ADRC (Alcohol and Drug Recovery Centers) occurred, which came with a broadened range of services, including treatment for opioid addiction disorders.

1990s Working in partnership with the City of Hartford, ADRC opened several new residential addiction recovery facilities on what is now our Coventry Street campus. By the end of that decade, ADRC had also opened an outpatient clinic to support residential clients with mental health and primary care services. This monumental growth and focus on treating the whole person brought about a new relationship between ADRC and InterCommunity.

Early 2000s As we entered the new century, this mutually respectful relationship would prove to be quite beneficial for ADRC and InterCommunity alike. People looking for addiction recovery services at ADRC would have their mental health and primary care needs met by InterCommunity; thus the creation of Health Care for the Whole Person.

2015 ADRC and InterCommunity entered into a formal affiliation, continuing to support each other with expanding services.

2017 The two legal entities would become one, known as InterCommunity, Inc. Since then, InterCommunity continues to expand and enhance not only residential recovery services, but all integrated health care options for the 8,800+ people who pass through our doors each year.

2023



MESSAGE FROM THE PRESIDENT & CEO

Dear Friends,

It is hard to believe that we find ourselves winding down on another fast and full year of changing the meaning of care. This certainly has been a year of tremendous activity! Not a day goes by at InterCommunity that does not challenge us to adapt and innovate in the ways we provide health care. We are most proud of and grateful for our staff, clinicians, board of directors, donors, sponsors, and friends who continually step up, contribute, and give of themselves to make this happen. At the same time, we must humbly acknowledge our roots; the foundation that helped build this organization of over 400 staff who provide kind and compassionate care to thousands of people each year in our community health centers.



2023 marks a 50 year milestone in the history of this organization! What began in 1973 as ADRC, is now a robust set of programs that provide over 24,000 addiction recovery services each year. We could not be more appreciative of the journey we take together and the ways in which we support positive outcomes in recovery with effective, innovative, and, most importantly, compassionate care. By integrating addiction recovery services with primary care and mental health services, we provide people with the most effective opportunities to achieve overall and lasting health.

We have learned much in our efforts to provide people with the best opportunities for healing and recovery. First and foremost is the value of an accepting setting where people feel respected, understood, and safe. The people who come to work each day at InterCommunity have the very special gift of offering care with tremendous heart. Our staff and clinicians make each patient feel welcome and valued. We treat people the way we would want to be treated. This is truly what sets us apart from other community health centers.

As a community health center, we are challenged by the needs of our community to adapt and expand to meet the very daunting addiction and mental health crises we currently witness. We will never relent in our mission to make access to *all* of our programs and services easy, convenient, and equitable. Your dedication to joining us in this mission is truly a gift. Your open heart and compassion for all members of the community inspires us to do more. And with your continued presence, we now move ahead to a new year with hearts full of hope, possibility, and most definitely, gratitude.

Sincerely,

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

CHANGING THE MEANING OF CARE IN NUMBERS

Fiscal year 22-23 saw increased participation in many of our programs. We are continuing to build our presence and broaden our reach in providing integrated health care services to the adults, children and families in our community.



6,400+

adults & children received primary care, and/or behavioral health services in InterCommunity's Health Clinics:

East Hartford Clinic,
Hartford Clinic,
South Windsor Clinic,
and 10 School-Based Health Centers

800+

people received services through InterCommunity's Community Services Programs:

Assertive Community Treatment, Judicial Services, Behavioral Health Home, Community Support Team, WISE & Specialty Community Supports, Young Adult & CT Stay Strong Services, PROUD & Child First, Employment Services, Common Ground Learning Center, and Regional Transportation & Call Center



1,500+

people received residential recovery services at InterCommunity through:

Withdrawal Management, Intensive & Intermediate Programs, Recovery House, Coventry House, Clayton House, RESET, and Community Foundations Programs

EXPANDING TO MEET GROWING NEEDS

InterCommunity's mission to make quality whole person health care available to everyone requires us to continually respond to the changing needs of our community. With great success and growth in many of our programs, we have committed to multiple improvement and expansion projects throughout our 20 service sites. We are proud of all we have accomplished on this front in fiscal year 22-23, and are inspired by the ambitious plans we have initiated for the future. With the help of our local and federal elected officials, our visions are becoming realities.

Earlier this year, U.S. Senators Richard Blumenthal and Chris Murphy (D-CT) announced \$1.8 million in federal funding for InterCommunity to expand their mental health and primary care services in Hartford to approximately 2,000 new low-income, uninsured or under-insured patients.

Since the beginning of the COVID-19 pandemic, demand for mental and behavioral health services has soared in Connecticut and across the nation. This \$1.8 million will allow us to expand our North End facility to include more group therapy rooms, seven new counseling offices, and other office space. With the bigger facility, we plan to hire 14 new staff members who will be able to serve an additional 2,000 clients in the Hartford area.



FY 22-23 Completed Improvements:

281/287 Main Street East Hartford campus:

- Parking lot re-milled, re-paved, and re-striped
- Storm drains cleared
- Entrance to 281 Main Street renovated, including a new ADA-compliant ramp leading to the front door
- New, larger waiting room created on the first floor of 287 Main Street



- Second floor completely renovated to create space for 23 workstations, 7 staff offices, two breakout rooms, a new group room, multiple storage closets, a kitchenette, and updated restrooms

Guy D. is an affable and gregarious man. He is quick to engage in conversation and share his recovery journey, of which he is deservedly proud.



GUY: *"Clayton House gave me structure, balance and connection with other people...in a loving and caring environment."*

Guy grew up in Wethersfield, CT and began experimenting with drugs and alcohol as a young teen. A bright young man, Guy entered college and, with newfound freedom, turned to harder drugs, eventually spiraling out of control. He experienced much loss and hardship in the years that followed, including the death of his father, a dangerous health decline, and financial disaster. At this time in Guy's life, drugs were his solution to not feel pain.

After hitting rock bottom at age 27, Guy found his way to the former ADRC for detoxification services. This was the first exposure he had to recovery services of any kind. Guy learned much in that time about the intricacies of recovery, yet he admittedly never fully surrendered to his disease. Guy achieved several periods of sobriety, however he continued to relapse.

In 2017, Guy truly accepted his addiction and committed to making his recovery a priority. It was time to stop the self-destructive cycle that threatened his life. With a sense of peace and spiritual awakening, Guy came to InterCommunity where "something struck home." With the loving care of his counselor, Skip Callahan, Guy was finally starting a real recovery journey, which began with withdrawal management, I&I, and Recovery House, and would eventually take him to Clayton House.

After a relapse during the pandemic, Guy recommitted himself to his recovery and returned to InterCommunity. He is succeeding at rebuilding his life with a stronger conviction and the help of InterCommunity's integrated health services. Now, with 14 months of sobriety, Guy maintains his connection to the people at Clayton House who he describes as "the most loving people you will ever meet."

We couldn't agree more. Thank you, Guy, for sharing your story and trusting InterCommunity with your care. We wish you continued success!





Michele Gianfriddo, Clayton House Recovery Support Specialist, has walked her own recovery journey. A self-proclaimed "proud Italian who didn't like to be told no," Michele found at InterCommunity the strength and skills to recover and is now helping others to do the same.

After years of being addicted to drugs and alcohol, Michele hit rock bottom, becoming homeless, suicidal and alone. Her doctor referred her to InterCommunity, which became the very first step in her recovery.

After detox, Michele participated in a 28-day recovery program where she worked with counselor, Skip Callahan, "the most wonderful person I ever met in my life." Upon completion of that program, Skip encouraged Michele to take full advantage of all that InterCommunity could offer, giving her the support she needed to maintain her sobriety. In the 13 months that followed, Michele fully immersed herself in many of InterCommunity's recovery programs, including Recovery House, a 90-day program, and a six-month stay at Clayton House. It was there, at Clayton House, that Michele discovered not only could she live a life free from drugs and alcohol, but she could help others do the same.

MICHELE:

*"You have to be a special person to do this work.
You can't do this without a good heart."*



Michele's time at Clayton House taught her how to live a different life. Each day got easier and she truly did not want to leave. It was then that she made the commitment to one day return as a member of the staff. Clean and sober now for 3 1/2 years, Michele works full time as a Recovery Support Specialist at Clayton House.

With lived experience and her kind heart, Michele is helping people recover, heal, and build the skills they need to maintain their sobriety. She is open, honest, and abundantly loving; a bright light to many on their path to recovery.



FINANCIAL REPORT

STATEMENT OF ACTIVITIES

June 30, 2023

	2023
Government and Other Grants	\$ 18,843,685
Client Fees	\$ 22,833,369
Contributions	\$ 28,204
Special Events	\$ 149,320
Other Revenue	\$ 680,214
	<u>\$ 34,616,740</u>
Operating Expenses	\$ 39,207,204
Change in Operating Net Assets	<u>\$ 3,327,588</u>
Other Changes in Net Assets	<u>\$ 435,212</u>
Change in Net Assets	\$ 3,762,800



Health Clinic Services Provided:

East Hartford Clinic Primary Care:
10,622

East Hartford Clinic Behavioral Health:
34,656

Hartford Clinic Primary Care:
8,359

Hartford Clinic Behavioral Health:
10,963

South Windsor Clinic Primary Care:
1,049

South Windsor Clinic Behavioral Health:
3,608



Services Provided In The Community:

33,874

Assertive Community Treatment
Behavioral Health Home
Community Support Team, WISE & Specialty Community Supports
Judicial Services
Young Adult & CT Stay Strong Services
PROUD & Child First
Employment Services
Common Ground Learning Center
Regional Transportation & Call Center



Residential Recovery Services Provided:

Withdrawal Management:
9,997

Residential Treatment:
24,617

FISCAL YEAR 2022- 2023

REVENUE BY SOURCE

44.3%	Government & Other Grants
53.7%	Client Fees
.01%	Contributions
.04%	Special Events
1.6%	Other Revenue

DEAR FRIENDS,

On behalf of our Board of Directors, Executive Leadership Team, clients, staff, and community, I want to thank you for your generous donation, sponsorship, and partnership during fiscal year 2023.

Fiscal year 2023 was a year of growth and expansion.

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 by using our Mobile Care Van in more community education events.
- We partnered with Cigna, Angel of Edgewood, Hartford Food System, Urban Alliance, and End Hunger CT! to expand our service reach to over 250 uninsured, underinsured, and food insecure households in East Hartford and Hartford with food, furniture, clothes, appliances, and other household goods valuing over \$435,000.
- We received a \$50,000 grant from the Connecticut Health Foundation and \$10,000 from the Community Health Center Association of Connecticut (CHCACT) to help InterCommunity assess its race, ethnicity, and language (REL) data collection standards, and develop more granular REL data collection standards in alignment with the State of CT Office of Health Strategy's (OHS) expanded recommendations. "The legislation mandates uniform collection of REL data to support the Commission on Racial Equity in Public Health's mission to create a comprehensive strategic plan to eliminate health disparities and inequities across sectors."

With your continued support in fiscal year 2024, we can effectively and efficiently increase access to high quality health care services to the most vulnerable members of our community.

Forever grateful,

Venton Forbes

Development Director
InterCommunity, Inc.

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*Served on the board for 2021-2022 fiscal year

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Kimberly L. Beauregard, LCSW, *President & Chief Executive Officer*

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

Jeffrey Hughes, *Chief Financial Officer*

Dr. Chad McDonald, *Chief Medical Officer*

Mission Statement:

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

 #WeWontStopCaring

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for their altruistic commitment to our organization:

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A GENEROUS HEART



DON PETERSON

"The care InterCommunity provides to its clients is essential and I am honored to have been a small part of it for nearly four decades."

InterCommunity Health Care has evolved, adapted and thrived in its 45+ years of providing health care services to every member of the community. What began as a mental health support group in the basement of the South Glastonbury Congregational Church has grown to the robust organization we are today.

Through this journey, we have been most fortunate to have had Don Peterson by our side. Don, a member of the South Glastonbury Congregational Church, has been an active presence and willing participant in a broad range of service from the early years of our formation.

With a kind heart and deep belief in our mission, Don helped guide us with his wisdom, his wit and his generosity. In his 38+ years of caring, Don has volunteered in many capacities and graciously served as the Chair of the InterCommunity Foundation Board of Directors. As Don steps down from that position, we extend our most sincere thanks for his unwavering support and decades of contributions.

We wish Don and his family much happiness, good health, and many blessings.



Residents and staff of InterCommunity's Clayton House, a residential addiction recovery program

"WE DON'T HEAL IN ISOLATION,
BUT IN
COMMUNITY."

- S. KELLEY HARRELL



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