



GIVING
EVERYONE
OPPORTUNITIES
TO

health equity

ANNUAL
REPORT
TWENTY
FOUR



**InterCommunity
Health Care**

Health Care for the Whole Person



Each of us is a unique individual
deserving of quality health care
that is accepting, culturally appropriate,
and delivered with kindness.

Anthony credits InterCommunity's Addiction Recovery Services with helping him to finally get off the streets and get the help he needed to recover from addiction. Recently discharged from Recovery House, Anthony was a role model for other residents and feels deeply connected to staff members, many of whom walked their own recovery journeys.

"We are all human beings at the end of the day. We all deserve to be treated well, and that's what they did for me here. They all care about us; there's no judgment."

ANNUAL
REPORT

TWENTY
FOUR

MESSAGE

FROM

THE PRESIDENT

& CEO



Dear Friends,

We find ourselves at the end of another momentous year of making huge strides in the improvement of health care for all people!

At InterCommunity Health Care, we proudly say that we have changed the meaning of care. And Caring. These words carry deep meaning and tremendous motivation for us to continue developing new ways to meet the health care needs of every member of our community.

In fiscal year 2023-2024, our primary focus has been on becoming leaders in the movement to make the delivery of health care more equitable. We are wholly committed to the belief that

*we all deserve the opportunity
to achieve our best health.*

We've implemented many initiatives this year to make health care at InterCommunity more equitable, including:

- Launching the "We Ask Because We Care" campaign in our South Windsor clinic
- Expanding and improving our service facilities to accommodate more staff and patients
- Building a stronger presence in the community with our Mobile Care Van and participation in community health events
- Providing culturally appropriate care in an accepting environment for every individual we treat

As a community health center, it is our absolute responsibility to address the barriers that exist for some of our most vulnerable community members to receive quality health care. Our established health equity initiatives do just that; however, we can and will do more.

We are profoundly grateful to all who join us in achieving this lofty mission. Our staff, board of directors, friends, and donors continue to inspire and excite us to forge ahead. The work to be done is not without challenges, yet with you by our side, we are stronger and we are indeed, making health care better for all people.

We look forward now to a new year filled with momentum, determination, and great hope for advancing the delivery of health care in our community!

Most sincerely,

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



The Foundation
For All That We Do

Understanding

health disparities in Connecticut

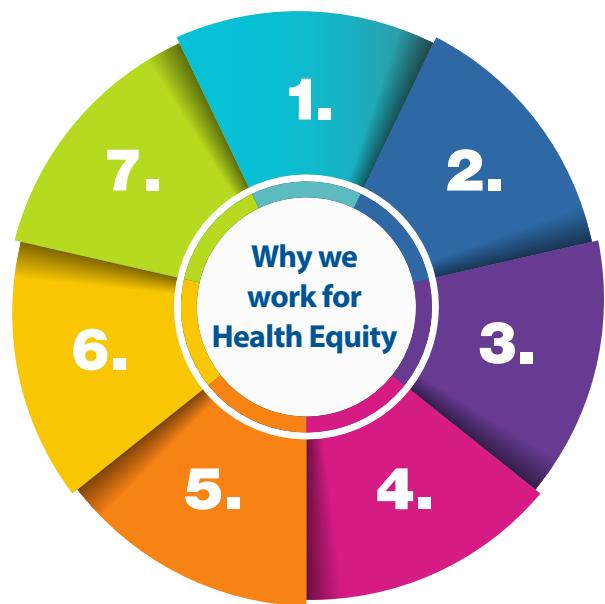
While Connecticut may be considered a wealthy state, major disparities in health by race and ethnicity do exist. For example, we know that:

- Black and Hispanic state residents are far more likely to suffer severe complications of chronic conditions like asthma and diabetes.
- Black women are far more likely than white women to have a baby who dies before turning one.
- Black residents of Connecticut die at a faster rate than white residents.

Simply put, compared to their white peers, people of color in Connecticut are more likely to live in poor health and – for Black residents – to die younger.¹

Health disparities and the conditions that cause them are complex problems with steep costs to individuals, communities, and the economy. Yet they are not insurmountable.

As a community health center within a culturally and socioeconomically diverse region, InterCommunity Health Care is dedicated to ensuring that we provide ample opportunities for **everyone** to be as healthy as possible, regardless of race, ethnicity, or socioeconomic status.



1. Everyone should have a fair opportunity to achieve their best health.
2. Health equity is essential because it ensures that no one is left behind in regards to accessing appropriate and quality health care services.
3. Achieving health equity has significant economic benefits.
4. To improve health equity, social determinants of health must be addressed.
5. Case studies have proven the positive impact of health equity initiatives.
6. Health equity can be improved by creating health care systems that prioritize the needs of marginalized populations.
7. Understanding the importance of health equity is crucial in promoting health care that benefits all individuals, regardless of their background or circumstances.

Taking steps to improved health equity

1.

InterCommunity is working both internally and within the community to improve **health literacy**.

We help people find, understand, and use health information and services.

With an integrated approach to health care, InterCommunity is able to connect patients with all of the appropriate care they need.

In addition, we have expanded our presence in the community through many health and wellness initiatives, and with our Mobile Care Van.



2.

One of the most impactful ways we can create more equity in the delivery of health care is to improve **access to care**.

InterCommunity is in the process of major expansion projects that will allow us to see more patients in a timely manner.

These expansions also give us the opportunity to hire additional staff, further improving our abilities to meet the needs of all members of the community.

With improved facilities, an increase in staffing, and telehealth services, we are making it easier and more convenient for people to receive quality health care, regardless of their ability to pay for services.

3.

InterCommunity is dedicated to providing **culturally competent care**, which is respectful of and responsive to a patient's diverse cultural, linguistic, and social needs.

One of the ways we achieve this is with our "We Ask Because We Care" campaign. Patients are asked privately to share with us their race, ethnicity and language, which helps us better understand their needs and improve treatment for all our patients.

InterCommunity is also committed to maintaining a culturally diverse staff, ensuring that all people feel comfortable and accepted in our facilities.

4.

We know that many social factors influence a person's health. Education level, access to transportation, lack of access to food, neighborhood safety, and difficulty in finding affordable housing are all considered **social determinants of health**.

We must consider how these barriers impact the health of our community members, and in turn, work to connect patients with appropriate community support services to ease these hardships.

By collaborating with local organizations and advocating for policy changes, InterCommunity is moving closer to equity in health care for all people.

Enhancing **health equity**

at InterCommunity Health Care

With a dedicated commitment to making health care more equitable, InterCommunity has initiated many groundbreaking enhancements to our facilities, our programs, and our presence in the community.



We celebrated the completion of the
\$858,829 renovation project

that upgraded and enhanced InterCommunity's primary and behavioral health care facilities located at 281 - 287 Main Street in East Hartford. The renovation project was the result of a long-standing collaboration that included the input and support of the Connecticut General Assembly (including House Majority Leader Jason Rojas), the State of Connecticut Department of Economic and Community Development (DECD), the State of Connecticut Department of Mental Health and Addiction Services (DMHAS), the Town of East Hartford, and others.

We launched the
“We Ask Because We Care”
campaign to reduce and eliminate health care disparities. Our campaign is supported in part by a generous grant from The Connecticut Health Foundation. Dedicated to achieving health equity, the Foundation focuses on assuring that all Connecticut residents have access to affordable and high-quality health care.



We opened
The Gallery at InterCommunity
as part of the 287 Main Street renovation project. The Gallery has allowed us to showcase the connection between art and health care by displaying some of our talented clients' and community members' artwork throughout the building, including the recently renovated reception waiting area and corridors.



We broke ground and started the construction of the

\$1.8 million congressionally directed expansion project

at our Coventry Street Campus. The funding will allow us to expand our facility, enhancing our ability to deliver safer, high-quality care to more patients in Hartford's North End. With this growth, we can hire additional qualified staff, address health disparities, and serve 2,000 more individuals. With your continued support in fiscal year 2025, we can effectively and efficiently increase access to high-quality health care services for the most vulnerable members of our community.



We established

a new collaboration

with Hartford Hospital and Urban Ecology Wellness Center on their **Medical Mission and Keney Park Summer Health & Wellness initiative**, respectively. Through these initiatives, the collaborative was able to reach and serve over 1,500 of Greater Hartford's uninsured, under-insured, and food-insecure households' most vulnerable residents.



Mary Jane Spann, pictured above left with Coventry House residents Kelly and Jessica, brings compassion, understanding, and lived experience to the people she works with at InterCommunity's addiction recovery programs.

Mary Jane entered withdrawal management at InterCommunity in May of 2020, and has been sober ever since. With a renewed sense of hope and purpose, she now dedicates her time to helping others achieve the long term success she so proudly enjoys.

"My passion for recovery has grown into a calling, not just for myself, but for anyone on their own journey of recovery from drugs and alcohol. I'm deeply committed to helping others find hope and healing within the NA community. Currently, I work at InterCommunity as a Residential Specialist Float, where I continue to support all programs for those battling addiction."

Mary Jane's ability to relate to people in recovery makes her a tremendous asset to our staff and a kind, sympathetic support to everyone she encounters.

"After completing withdrawal management at InterCommunity, I didn't know where I would go. That's when I met Julia, and she said, "I got you; we have a place for you at Coventry House."

There aren't a lot recovery places for women. I love it here. That's why I'm staying. The staff and the girls here—they genuinely care about you.

Everyone is equal here."

— Jessica, Coventry House resident



ANNUAL
REPORT

TWENTY
FOUR

FINANCIAL
REPORT

STATEMENT OF ACTIVITIES

June 30, 2024

2024

DMHAS Grant	\$ 12,883,266
Other Grants	\$ 4,522,558
Client Fees	\$ 24,929,639
Contributions	\$ 32,664
Special Events	\$ 101,115
Other Revenue	\$ 1,076,160
	\$ 43,545,402
Operating Expenses	\$ 42,631,793
Change in Operating Net Assets	\$ 913,609
Other Changes in Net Assets	\$ 4,093,104
Change in Net Assets	\$ 5,006,713

FISCAL YEAR 2023- 2024

REVENUE BY SOURCE

29.6%
DMHAS
Grant

.01%
Contributions

10.4%
Other
Grants

.02%
Special
Events

57.2%
Client
Fees

2.5%
Other
Revenue

CLIENTS SERVED IN FY 23-24



7,400+

People served in our
CLINICS



1,500+

People served in our
RESIDENTIAL PROGRAMS



1,000+

People served in
THE COMMUNITY

Dear Friends,

On behalf of our Board of Directors, Executive Leadership Team, clients, staff, and community members, I want to thank you from the depths of my heart for your thoughtful and generous support throughout fiscal year 2024.

Your donations have allowed us to deliver on our health equity work and commitment to improving the quality of care and health outcomes of all our patients while ensuring that every person has the right to respectful, dignified, high-quality, and safe health care.

As we look forward to the days, weeks, months, and the year ahead, we know our mission and desire to provide high quality health care to everyone will not be easy. However, we also know, with you by our side, we have and will once again overcome the challenges we may face along the road to providing health, hope, and healing for every member of our community.

Your continued support in fiscal year 2025 will allow us to effectively and efficiently increase access to high quality health care services to the most vulnerable members of our community.

Thank you in advance for your support as a health equity champion, because we can't do what we do without your help.

Forever grateful,

Venton Forbes
Vice President, Community Integration & Impact
InterCommunity Health Care



BOARD OF DIRECTORS

William Young, Consultant,
Chairperson

Meghan Blanchette, Area Coach, Sport Clips Haircuts, Inc.
Vice Chairperson

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

Jennifer Raulukaitis, Assistant Controller
Kaman Distribution Group
Treasurer

Rosa "Amalia" Castillo, Retired, Certified Court Interpreter, Hartford Superior Court

Mildred Gomez, Employee Relations Consultant, Hartford HealthCare

Anthony Grant, Manager, Licensed Financial Professional, Grant Financial Solutions

James Kelly, Retired Attorney

Tyrone McConnico, Manager, Department of Developmental Services (DDS)

Charles "Steven" Wolf, M.D., Retired

Lucille Mulroy, Retired Vice President, Travelers

Sebrina Wilson, Consultant for Public Policy, Community Engagement Majority

Sid Sahni, Senior Vice President, Strategy, Innovation, and M&A,
UnitedHealth Group/Optum

EXECUTIVE LEADERSHIP TEAM

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 health care for everyone.

 **#WeWontStopCaring**



VICE PRESIDENTS

Venton Forbes, **Vice President, Community Integration & Impact**

Aneta Godlewski, **Vice President, Care Optimization**

Tricia Orozco, **Vice President, Strategic Implementation**

With Gratitude

WE ACKNOWLEDGE OUR SPONSORS AND DONORS

The
Liberty NeAd
Fund



SmithBrothers.
Be sure.

REID & RIEGE
ATTORNEYS



WILLIAM YOUNG
& MARTHA PAGE



Reverend Dick Allen
Access Health CT
Angel of Edgewood
Lisa Barbati
Kimberly Beauregard
Berkshire Bank
Lisa Beseck
Kristen Bohne
Tyler & Jennifer Booth
Tom Brennan
Ben Cadwell
MaryLou Cadwell
Samantha Caffrey
John Carmon
Carmon Funeral Homes
R. Amalia Castillo
Stacy Charpentier
Chris Cote's Golf Shop
Latoia Comeaux
Callie Lanning
Janice Fleming-Butler
Jim Marocchini
Connecticut Community
for Addiction Recovery
Connecticut Science Center
Jeremy Conner
Jacquelynn Connor
Susan Coogan
Erica Dean
Tracey Decker
Erika De Jesus
Emanuel Dillon
Leander Dolphin
Paul and Susan Dzialo
East Hartford Woman's Club, Inc
Jessica Fayle

First Church of Christ
Congregational
Venton & Monica Forbes
Rohan Freeman
Fresh Start Pallet Products
Christina Fricker
Mai Ly Furey
Marshall Gaines
Sara Garofalo
Genoa Healthcare
Rose Godfrey
Aneta Godlewski
Heather Goodhind
Anthony Grant
Dyana Hagen
Hartford Yard Goats
Sasa Harriott
Neil and Adam Hartzog
Andrea Hawkins
Alexandra Hernandez
Gustavo Herrera
Jeff Hoffman
Hoffman Auto Group
Howard K. Hill Funeral Services
Jeffrey and Jeannine Hughes
Arlun Hylwa
InterCommunity Residential
Recovery Program
Jamaican American Connection
Kainen, Escalera & McHale
Mike Kasmar
Ken Reed
Matthew Kurtz
Maria Lawrence
Leading Culture Solutions
Paul LeBlanc

Jasmin LeBlanc
Penny and Jon Monty-Carbonari
Jim Marocchini
Colleen Marotta
Nikki Mason
Martin Mass
Luke Massirio
Dr. Chad McDonald
Allyson McGinty
Karina Montealegre
MRG Group - Mill Restaurant Group
John Motley
Brian Mulroy
Lucille Mulroy
Crystal Nieves
Juan Nunez
Nilda Nunez
Maxine O'Conner
Olivia Covington
O,R & L
Martha Page
Paul's Auto Repair LLC
Analis Pedroso
Rosaira Perez
Greg Pike
Robert Randich
Jennifer and Michael Raulukaitis
Kayla Reasco
Ethan Reid
Nicolette Reid
Reid & Riege
Franklin Renz
Mindy Richardson
Jeffrey Rivera
Peter Rocco
Yeriam Rodriguez

Root Center
Adam Rose
Lee Russell
Natasha Samuel
Lana Saxe-Pedersen
Jendayi Scott-Miller
Pat Scully
Lynn Shepard
Desmond Sinclair
Smith Brothers
Michael Stevens
Stop & Shop Giving Tag Program
Strategic Outreach Solutions LLC
Suburban Stationers
Brian Sullivan
Edward Sullivan
TD Bank
The Liberty NeAd Fun
The Penthouse Cigar Shop
The Taste of the Caribbean
Town of Wethersfield
Travel Pledge
Sylvester Turner, Jr.
United Way of Central &
Northeastern CT
Utilicon-LLC
Marianne Vanech
Whittlesey
Jen Wilbert
Jennifer Wilbert
Wilburton Inn
Sabrina Wilson
World Vision
William Young

We are humbled and grateful to be supported by the generosity of so many individuals and businesses who believe, as we do, that all people deserve the opportunity to achieve their best health.

To learn more about InterCommunity Health Care and how you can support our mission, please visit our website at www.intercommunityct.org or scan the QR code here.



A woman with blonde hair tied up in a bun is smiling at the camera. She is wearing a green jacket over a black t-shirt with a red and white graphic of a tongue. She is holding a baby in her arms. In the background, there is a blue wall, a white door, and a wooden crib with a red and white patterned sheet. A small portion of a bed with a grey and white patterned sheet is visible on the right.

Creating equity in the delivery of health care is essential for improving overall public health, which in turn creates a more just, productive, and healthy society.

Kelly feels fortunate to be in the care of the compassionate female staff at InterCommunity's Coventry House. This residential recovery program for pregnant women and mothers gives women in early stages of recovery the supports and skills they need to become productive and sober parents.

With InterCommunity's help, Kelly is well on her way to creating a happy and healthy future for herself and her infant daughter, Julia.

*“Health Equity isn’t about
us versus them.
It’s about everyone, together.”*

– Joe Betancourt, M.D.

