



2017-2018 Impact Report

LEADERSHIP

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MBA, FACHE
Chief Executive Officer

Vasundara Tummala, M.D.
Interim Chief Medical Officer

Susan Crowe
Chief Administrative Officer

John Gettings III
Chief Financial Officer

Maria Escalera
Chief Operating Officer

Betty Cordellos
Director of Development
and Communications

Lori Davis
Executive Assistant

BOARD OF DIRECTORS

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City of Norwalk

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Vice Chair
Retired

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Krauss Whiting

Lenore Jordan
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The New Place of Worship

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Norwalk Police Department

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Norwalk Board of Education

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Coldwell Banker
Residential Brokerage



As a Patient-Centered Medical Home,
our focus is on continuity of care and
wellness designed with and for each
patient, regardless of ability to pay.

It is a clinician-led, integrated
team-based approach to healthcare.
With a patient population that spans
newborn to elderly, we strive to
develop bonds of trust and history with
entire families and engage them as
partners to achieve their best health.

MISSION

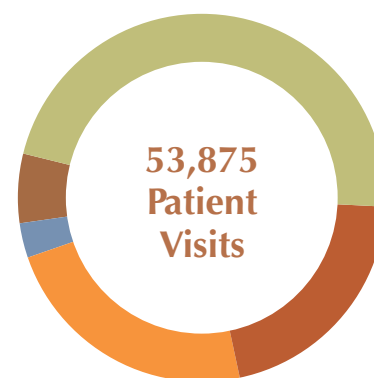
To provide quality, innovative care
that enriches the lives of our patients

VISION

To lead our community toward the
achievement of the best possible health

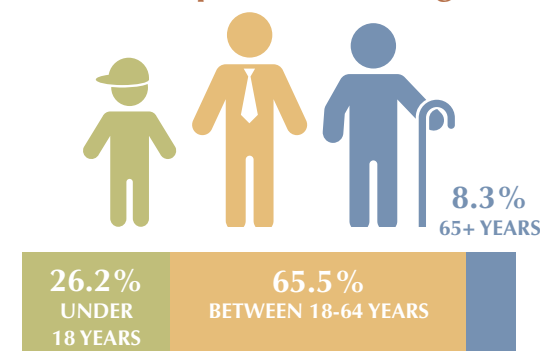
BY THE NUMBERS

12,659 PATIENTS

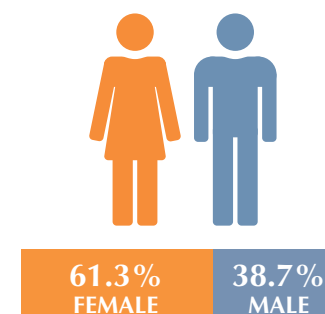


Adult Medicine
47%
Pediatric
21%
Women's Health
23%
Behavioral Health
3%
Dental
6%

Patient Population and Age



Patient Gender

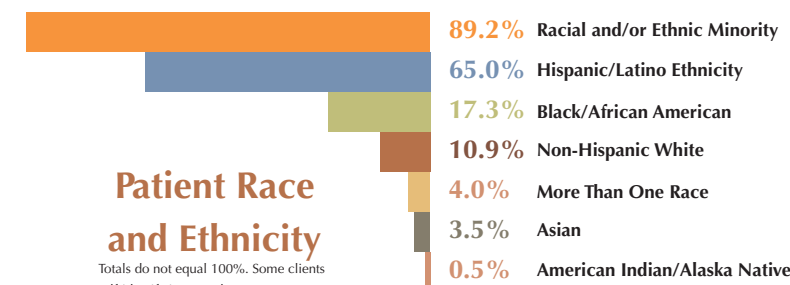


Patients With Chronic Conditions

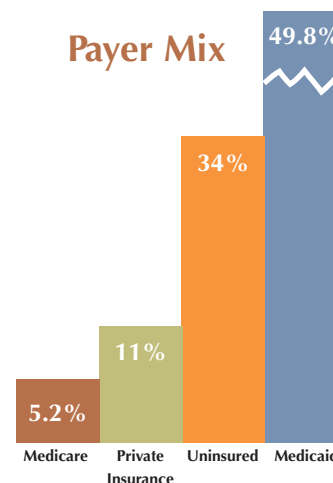
Hypertension
19.8%
Diabetes
11.6%
Asthma
10.4%

Patient Race and Ethnicity

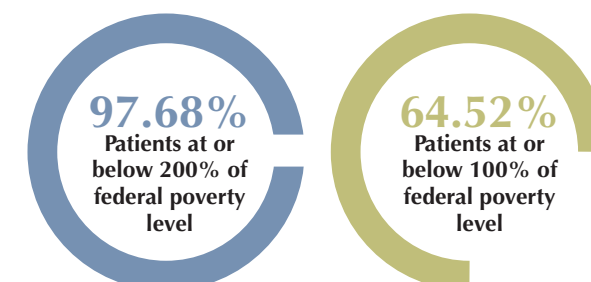
Totals do not equal 100%. Some clients
self-identify in more than one category.



Payer Mix



Income Status



(Based on Calendar Year 2017)

FROM THE CEO & BOARD CHAIR



Norwalk Community Health Center was founded in 1999 on the promise to provide a continuum of healthcare that meets the changing needs of our patients, regardless of status or ability to pay. Nearly 20 years later, almost 13,000 individuals count on us to keep them well. The Fairfield County communities we serve encompass some of the wealthiest and some of the poorest neighborhoods in the nation, with an equity gap that continues to widen. Doing more for more people, from newborns to seniors, is the promise we made, and the challenge NCHC's board and staff are committed to transforming into opportunities. During the past year, we have turned numerous challenges into opportunities.

CHALLENGES CAN BECOME OPPORTUNITIES WHEN THE RIGHT PEOPLE COME TOGETHER.

- Challenge:** A nationwide shortage of primary care physicians has made recruiting physicians difficult. The impact is felt by health centers, like NCHC, and private practices and hospitals with deeper pockets.
- Opportunity:** NCHC is exploring incentivized training, interning, and advancement programs, in collaboration with nursing and medical schools, that promote primary care in a health center environment as a career choice.
- Challenge:** With the addition of the Dental Suite in April 2017, NCHC has run out of space at 120 Connecticut Avenue. Lack of space limits the ability to see as many patients as quickly as we would like. It also hinders the opportunity to add or expand wellness programs.
- Opportunity:** After 20 years of caring for the community at one location, NCHC will open a second location at Open Door Shelter's Smilow SoNo Life Center in South Norwalk. The new location will offer medical and behavioral health services. It also has space for our free small group wellness programs.

INNOVATION IS NOT FOR ITS OWN SAKE, BUT FOR PROBLEM-SOLVING.

- Challenge:** In 2018, federally qualified health centers, including NCHC, barely managed to avoid going over a fiscal cliff. The federal grant that accounts for approximately 12% of NCHC's \$11 million annual budget was stalled for months before funds were appropriated by Congress. Lack of federal funding would have led to layoffs and significant reductions in the services provided.
- Opportunity:** NCHC is building grass roots awareness to develop new revenue streams. Among them, NCHC's *Campaign to Prevent Childhood Obesity* was launched in 2018 to garner support for our *Healthy Beginnings* individual and group program which is free for our patients. In Norwalk, 15% of children are overweight or obese. Unchecked, obesity can lead to a lifetime of health, emotional, and financial problems. An NCHC cross-department team, partner agencies, and volunteers will focus on pre-natal and maternal health, pediatric nutrition, exercise, regular check-ups, and fostering healthy behaviors.
- NCHC's *Healthy Beginnings* was the beneficiary of the 2017 *Greater Norwalk Chamber of Commerce's Holiday Reception* and the 2018 *Norwalk Mayor's Ball*. Our inaugural *Ready Set Walk & Keep Moving* event to prevent childhood obesity raised several thousand dollars for the program.

Providing quality healthcare within reach will always have challenges. But as we look ahead to our 20th anniversary in 2019, we promise to continue to strive to be Norwalk and Fairfield County's healthcare provider of choice. With your involvement and support, that's a promise we can keep.

Sincerely,

Craig Glover, MBA, FACHE, CMPE, CHCEF
Chief Executive Officer

Darlene Young
Chairperson

COMMUNITY-MINDED



With the opening of our Dental Suite in 2017, NCHC brought oral health in-house for children and adults. It joined women's health, adult medicine, pediatrics and behavioral health to provide a truly patient-centered, affordable, medical home. NCHC CEO Craig Glover was joined by State Representative Bruce Morris, Norwalk Mayor Harry Rilling, U.S. Senator Richard Blumenthal, NCHC Chair Darlene Young, and U.S. Senator Chris Murphy.

NCHC's *Healthy Beginnings* was the beneficiary of the 2017 *Greater Norwalk Chamber of Commerce's Holiday Reception* and the 2018 *Norwalk Mayor's Ball*.



STATE OF CONNECTICUT DEPARTMENT OF PUBLIC HEALTH

NCHC Pediatrics Care Team was once again recognized in 2018 by the State of Connecticut Immunization Registry and Tracking System (CIRTS). The Pediatrics team achieved a perfect (more than 99%) immunization rate for our patients, based on a child's immunization status on their 2nd birthday.



Mindy Garcia, NCHC Eligibility Manager, was honored as a 2017 YWCA Darien/Norwalk Woman of Distinction. Mindy enlisted Norwalk Fire Department firefighters to make Christmas brighter for a newly widowed patient and her young children. With her help, Santa collected toys and delivered them – by fire truck – to the family's home.

Coinciding with the 2018 *National Nurses Week*, ten nurses in Connecticut were singled out for recognition by Hearst Connecticut Media Group. Among that elite group was NCHC's Yolande Milambwe. An adult medicine nurse who first came to NCHC as a medical assistant, Yolande was nominated by NCHC Assistant Director of Nursing Katherine Agis for exemplifying our core values of compassion, respect, dignity, quality and excellence.



Launched in spring 2018, the Campaign to Prevent Childhood Obesity really took off in September with *Ready, Set, Walk and Keep Moving*. The inaugural awareness and fundraiser at Calf Pasture was proof that physical activity and healthful choices are possible and enjoyable at any age.



PATIENT-CENTERED

DENTAL HEALTH

With the opening of a state of the art Dental Suite in May, 2017, patients from six months to seniors now have access to affordable dental care.

Jorge's Story

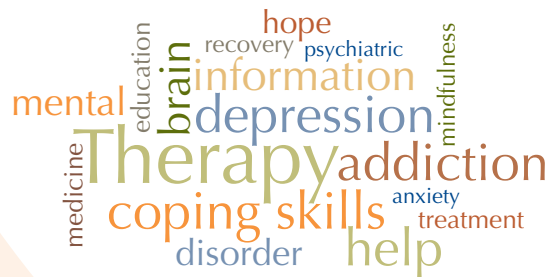
Recently arrived from Central America, 13-year-old Jorge had never been to a dentist. During a checkup with his pediatrician at Norwalk Community Health Center, he was referred down the hall to the Dental Health Suite. His teeth and gums were in bad shape. After cleaning, 11 composite fillings, fluoride application, dietary counseling, and oral hygiene instruction, he is cavity-free for the first time, and returns every six months for checkups.



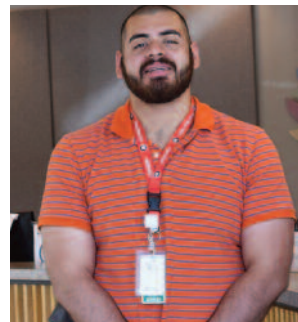
"I am glad that Jorge has found a permanent medical and dental home with us at NCHC."

– Meryl Hertz, DDS, Dental Director

BEHAVIORAL HEALTH



A shortage of psychiatrists in Connecticut has meant a wait of up to six months for a referral appointment. To better serve patients, NCHC's Behavioral Health department has brought psychiatric help in-house with the hiring of a psychiatric nurse practitioner. Patients can now be evaluated and have behavioral medications prescribed and managed in a stand-alone visit or in conjunction with women's health, pediatric, dental or adult health care visits.



Taking a gap year between college and graduate school for a degree in clinical mental health, Ezekiel Romero joined the Service to Improve Community Health (STICH) AmeriCorps program. Reporting to NCHC was a homecoming

of sorts. Zeke grew up in Norwalk and many of his neighbors were patients. He was surprised to discover how NCHC helps so many in the community manage their health.

At NCHC he worked directly with patients, coordinating behavioral health intake. Most rewarding for Zeke was removing the stigma that too many in the community still attach to mental or emotional health. Before NCHC, Zeke had planned to go into private practice. Now he's leaning toward an FQHC like NCHC where he has seen the need and knows he could make a difference in his own back yard.



"I want this place to boom! It's a nightmare when you're sick and have nowhere to go. I've been there. At the Center they know that help is so necessary these days."

– Diana



"Your Farmer's Market is great for the Center and a godsend for patients. They call me 'Little Red Riding Hood' when I buy fresh, local produce every week. I shop for my neighbors, too. Now there's no excuse for not eating healthy."

– Mary Kay



"I consider the Center a life support. It was at a moment of desperation 15 years ago that I learned about Norwalk Community Health Center. It has been a blessing for my children and my own well-being over the years from pediatrics to women's health, psychotherapy and now dental. I am grateful to the staff in Eligibility. They always listened, never judged and made sure my family got the medical care we needed."

– Vilma

GETTING WELL. STAYING HEALTHY. THRIVING.

Free for our patients:

- *Healthy Beginnings* (pre-natal through toddler)
- *Reach Out and Read* children's literacy
- *SHAPE* hypertension management
- English as a Second Language

Free for the community:

- Health fairs/screenings
- Health Center Week
- Tobacco and smoking cessation (low cost)
- Access Health CT certified counselors

“He who has health has hope. He who has hope has everything.”
– Thomas Carlyle

THANK YOU TO OUR HOPE-GIVERS!

Norwalk Community Health Center gratefully acknowledges and thanks the individuals, organizations, and businesses who support us!

We invite you to engage with us and invest in our community of hope-givers.

Your tax-deductible contribution will put more quality health and wellness care within reach of the children, families, and at-risk men and women in your community who need us most.

Organizations

Fairfield County Bank
Fairfield County's Community Foundation
Fairfield County's Community Foundation Fund for Women and Girls
Greater Norwalk Chamber of Commerce
Key Bank
Merritt Construction
Norwalk Community Benefit Fund
Richard and Barbara Whitcomb Foundation

Individuals

Anonymous
Deborah Bailey
Shekaiba Bennett
Nancy Beris
Myriam Bossuyt
William Bowers
Eileen Boyd
Debbie Brosy
Rebecca Byrne
David Coffin
Janess Coffina
Lenora Cooper
Anthony and Betty Cordellos

Joan Corley
Susan Crowe
Suzanne Curto
Thomas Daley
Lucy Dathan
Lori Davis
Lisa DiVirgilio
Maria Escalera
Christina Fagerstal
Lisette Forde
Eisybell Garcia
Mary Gasparini
Bruce and Keryn Geller and Aila Conarck
Pamela Geller
John Gettings III
Patricia Gill
Alison Glerum
Eric Glerum
Craig Glover
Leah Glover

Brendan Hamilton
Maria Huevo
Lenore Jordan
Maura Kallaway
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Shabaz Khan
Julie Koppenheffer
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Lauren Parks
Chandani Payal
Stephen Perry
Meg Peterson
Melissa Petropoulos
Cathy Ryan Sherman
Yves Salomon
Suzanne Spinella-Curto
Patricia Timberlake
Patricia Vasquez
Maria Walling
Delma Wessner
Jim Whiting
Darunee Wilson
Darlene Young

In memory of Harry Berkowitz
Mrs. Ann Berkowitz

In memory of Veronica Neligan
Hilary Flanagan
Mary and Mark Kazmierczak
Francoise Lampe
John Lloyd
Ed Mammone
Nikki Marshall
Joe and Marylee Mohn
Richard O'Connor
John and Sharon Riley

In-Kind Donors

Acme Market New Canaan
Orlando Aquino
Cesar Barros
BevMax
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Connecticut Video Production Co.
Betty Cordellos
Susan Crowe
Suzanne Curto
Dale Daniels
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UFC Gym
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B.J. Ryan's
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Karl Chevrolet
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Minuteman Press
Nantes Solutions
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New Canaan Cleaners
Norwalk Orthodontics
One Colony Orthopedics
Partners Café
Pedego Electric Bikes
Salon Halo
Smart Cycles
SoccerViza
Step 'N Out Dance Studio
Sweet Ashley's Ice Cream Shoppe
Triple S Cleaners
Tutti's Ristorante
VKDC the Studio
Walter Stewart's Market
WEBE 108
Yoga 203

Every effort has been made to ensure the accuracy of this list. We apologize for any omissions or errors. If you find an inaccuracy, please contact our Development Office at ext. 1208 so we may correct our records.

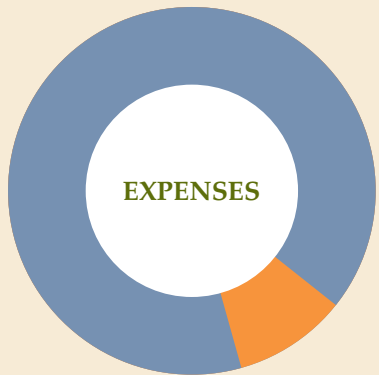
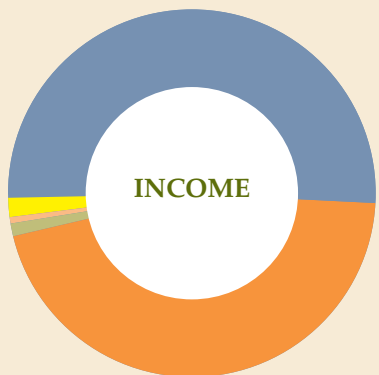
2018 STATEMENT OF FINANCES

INCOME

Net Patient Revenue	\$ 5,368,097	51.1%
Grant Income	\$ 4,789,487	45.5%
Net Assets Released from Restrictions	\$ 100,000	1.0%
Contributions	\$ 52,454	0.5%
Other Income	\$ 203,598	1.9%
Total Revenues	\$ 10,513,636	

EXPENSES

Program Services	\$ 9,254,161	84.5%
Management & General	\$ 1,696,794	15.5%
Total Expenses	\$ 10,950,955	



For our audited financial statement, please visit Guidestar or our website or call us at 203-899-1770, ext. 8000 to request a copy.



About Norwalk Community Health Center

NCHC is a nonprofit healthcare provider. Since welcoming the first patient in 1999, it has not stopped growing or innovating to meet the expanding and evolving needs of patients and the community.

A Continuum of Care:

- Adult Medicine
- Pediatrics
- Women's Health
- Behavioral Health
- Dental Health



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