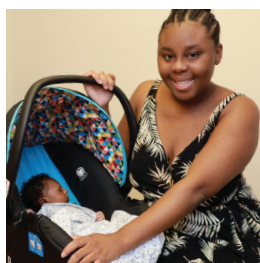
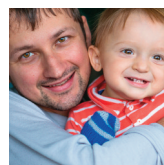


IMPACT REPORT 2019



NORWALK
Community
HEALTH CENTER

Care Within Reach

*20 years of breaking down
barriers to care*

LEADERSHIP

John Gettings III
Interim Chief Executive Officer,
Chief Financial Officer

Maria Escalera
Chief Operating Officer

Susan Crowe
Chief Administrative Officer

Marcelyn Molloy, MD
Chief Medical Officer

Betty Cordellos
Director of Development
and Communications

Lori Davis
Executive Assistant

BOARD OF DIRECTORS Officers

Darlene Young
Board Chair
City of Norwalk

Joseph E. Mann
Vice Chair
Retired

James Whiting, CPA
Treasurer
Krauss Whiting

Lenore Jordan
Secretary
The New Place of Worship

Directors

Lunda Asmani
Town of New Canaan

Alicia Briggs, MD
Norwalk Hospital

Adriana Fields
University of New Haven

Lisette Ford
Do's by Christopher Noland

Carolyn C. Fuller
Norwalk Public Schools

Peter Korzenik
Give Back Global

Cesar Ramirez
Norwalk Police Department

Yvonne Rodriguez
Norwalk Board of Education

Thana vanRooyen
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

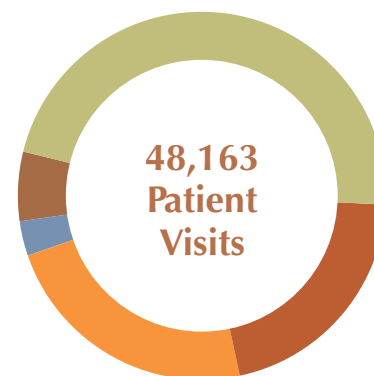
To provide quality, innovative care
that enriches the lives of our patients

VISION

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

BY THE NUMBERS

12,309 PATIENTS



Adult Medicine
46.5%

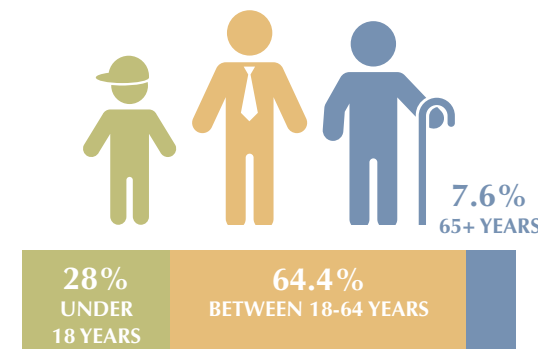
Pediatric
23%

Women's Health
23%

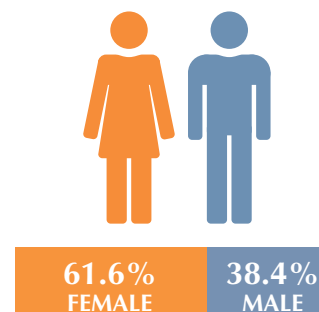
Behavioral Health
2.5%

Dental
5%

Patient Population and Age



Patient Gender



Patients With Chronic Conditions

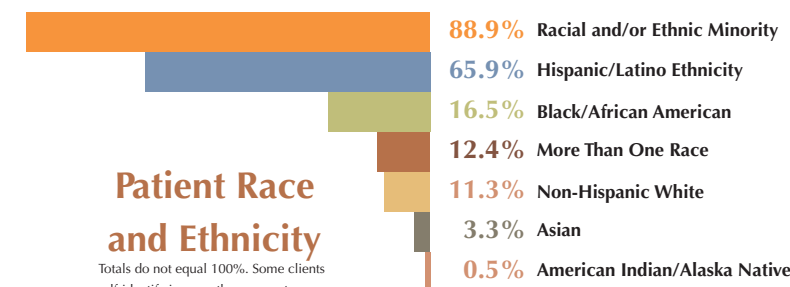
Hypertension
23.7%

Diabetes
12.3%

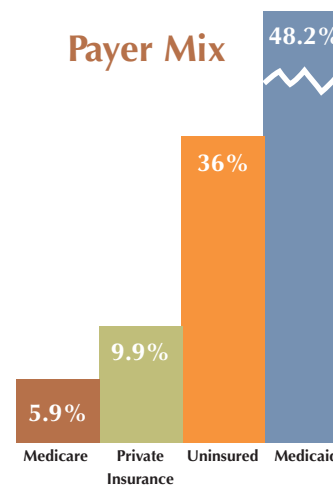
Asthma
5.0%

Patient Race and Ethnicity

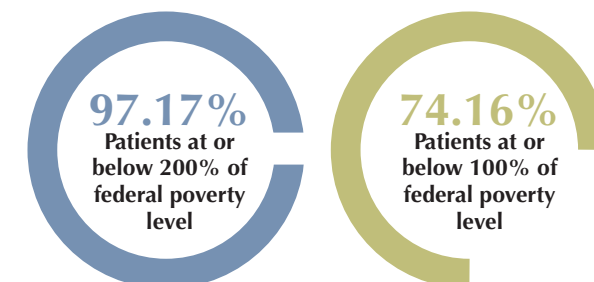
Totals do not equal 100%. Some clients
self-identify in more than one category.



Payer Mix



Income Status



(Based on Calendar Year 2018)

FROM THE BOARD CHAIR



Board Chair Darlene Young, joined by founders and current board members, welcomes guests at the Health Center's 20th Anniversary Cause for Celebration reception in November. Pictured left to right: Richard Di Marco, Eisybell Garcia, Adriana Fields, Thana vanRooyen, Ken Lalime, Darlene Young, Tim Callahan, Lenore Jordan, Joseph Mann, Peter Korzenik, Lunda Asmani, James Whiting

“Start by doing what’s necessary; then do what’s possible; and suddenly you’re doing the impossible.”

– Francis of Assisi

Being asked to join health care professionals, residents, and civic and community leaders who would create and serve on the board of the Norwalk Community Health Center twenty years ago was an extraordinary privilege. This was a group that saw the need and had a vision that would bring quality health and preventive care within reach of Norwalk's most vulnerable residents.

Twenty years after seeing its first patient, the Health Center has become a vital part of our community and a trusted medical, behavioral health and dental care home for 13,000 men, women, and children from Norwalk, Darien, New Canaan, Weston, Westport, Wilton, and beyond.

**We had many causes
for celebration
during our 20th
anniversary year.**



Pediatrics Director Jill Goldberg, MSN, APRN examines a teen patient

- **WECARE**, an inter- and intra-agency program initiated by our Adult Medicine Care Team, reduced unnecessary hospital emergency room visits by 50% among participating patients. It received national recognition as a model practice for other communities.
- Our **Pediatrics Department** scored a **WIN-WIN-WIN** from the Norwalk Health Department's campaign to promote the anti-cancer vaccine for HPV (human papillomavirus) to pre-teens and teens in Norwalk, Westport, and Wilton. Again this year, it also scored a perfect >99% immunization rate for 2-year-old patients. With new doctors and clinicians joining the team, the Center is well-positioned to meet the increased need for pediatric care in 2020.
- **Pediatric Dental Care** went mobile to bring information and oral health care to underserved neighborhoods.
- **NCHC's Patient Advisory Committee** launched. Listening to our patients/families and caregivers regarding access, communication, coordination, whole-person care, and self-management support ensures that services really meet the needs and priorities of our patients.
- **We earned top 10% ranking.** Our Health Center is among the top 10% of all 1,400 community health centers nationwide for the quality of clinical care our patients receive, according to the U.S. Health and Resources Services Administration.

Twenty years after our doors first opened, some who began the journey with us have moved on, a few have passed on, but those who remain have been joined by new advocates and activists, dedicated and vigilant to keep healthcare affordable and accessible for all. With an expanding array of free and low-cost wellness programs for patients and the public, quality and compassionate service and care is and will always be at the heart of our mission and work.

Darlene Young, Board Chair

CAUSES FOR CELEBRATION

UNSUNG HEROES

Our amazing associates go above and beyond every day, to make sure everyone receives the care and resources they need to thrive. Two representatives of our nearly 100 associates were recognized as **Unsung Heroes** at Norwalk Community Health Center's 20th anniversary celebration in November.



Mariana Perales and
Unsung Hero Mindy Garcia
(Eligibility Manager)

"Mindy helped me find the best way to enroll and go to school, which was the most important thing to me, because of my disability. She never wants to leave anybody without what they need. She is very determined and she'll find a way. Mindy has a spirit and light in her that makes you want to be her friend. What she does is amazing and I'm so appreciative. It is hard to find someone who has that gift of helping people."

– Mariana Perales, NCHC Patient



Mona Laguerre and Unsung Hero Manette
Destin (Women's Health Triage Nurse)

"I met Manette during a difficult time 15 years ago when I was having a miscarriage. She talks to you in a professional but caring way, to calm you and make you understand it is not your fault. Manette is someone you feel comfortable talking to, knowing that together you can solve your problem. I always request an appointment with Manette."

– Mona Laguerre, NCHC Patient

2019 COMMUNITY CRUSADERS

From securing government approvals, and bonding, and financing to build the health center, to sending our children back to school with healthy food choices, improving the nutrition and health of our patients and neighbors, and keeping children and families moving to prevent childhood obesity, we honored these individuals and organizations for breaking down barriers to healthcare and promoting well being.



New Canaan Community
Foundation Young
Philanthropist, Emily
Moore, and Nicole
Kolenberg, New Canaan
Community Foundation
Community Engagement
Officer



Attorney Larry Cafero; Funso Faweya, Pepperidge
Farm; Cathy DeCesare, United Way of Coastal Fairfield
County; and Dan Berta, Fairfield County Bank

COMMUNITY-MINDED

HEALTHIER LIFESTYLES

Our May-Thanksgiving Farmer's Market was so successful this year that our farmers tripled the amount of produce brought each week. It was hard to keep up with the growing demand from patients and the public for fresh locally-grown fruit and vegetables.



Grants and donations subsidize part of farmer's market purchases for our patients so they can put nutritious, tasty breakfasts and dinners on the table and send their children to school with healthy snacks.



COUNT ME IN!

Lt. Governor Susan Bysiewicz, Congressman Jim Himes and Norwalk Mayor Harry Rilling joined NCHC's John Gettings to launch the state's educational campaign ahead of the 2020 census. An accurate count ensures that the community receives its fair share of federal funds for schools, social services, health centers, and representation in Congress.



FOUNDATIONS FOR THRIVING



Our staff and Americorps STICH members gave up a Saturday morning so that more than 200 patients would have turkeys and fixings for the holiday, compliments of MBI, Inc. and Gazy Brothers.



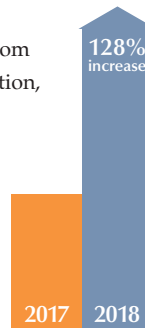
Greater Norwalk Head Start was among the community partners engaging with patients and the public at the Center during National Health Center Week.

PATIENT-CENTERED

WORD OF MOUTH

Healthy teeth, gums, and mouths are very important for the overall health and development of children. Overlooking or neglecting dental issues can lead to serious issues: tooth loss, chronic pain, poor academic performance, and other complications. A driving force behind adding Dental Health in 2017 has been to get every pediatric patient and every underserved child in the community on a path to good dental health that starts in infancy, regardless of ability to pay.

Spurred by a grant from Delta Dental Foundation, **pediatric dental visits increased 128%** this year, as more children make NCHC their dental as well as their medical home.



IN THE HEALTH CENTER

Talented volunteers from MBI, Inc. turned a basic beige exam room into a welcoming, fun pediatric dental space that children love and adults envy.



IN THE COMMUNITY

Our Medical Mobile Unit now includes a Pediatric Dental unit, going into the community to provide services and teach the youngest children and their parents dental hygiene and care, information and tips for good oral health.

PEDIATRICS CARE TEAM SETS HIGH BAR FOR PATIENT CARE



CITY OF NORWALK DEPARTMENT OF PUBLIC HEALTH

Our Pediatrics Care Team was awarded a **CERTIFICATE OF ACHIEVEMENT** for outstanding contribution to the Norwalk Health Department's **HPV Win/Win/Win Campaign**.

STATE OF CONNECTICUT DEPARTMENT OF PUBLIC HEALTH

Our Pediatrics Care Team was again recognized in 2019 by the State of Connecticut Immunization Registry and Tracking System (CIRTS). The Pediatrics Team achieved a **perfect (99%+) immunization rate** for our patients, based on a child's immunization status on their 2nd birthday.

PATIENT-CENTERED

PATIENT ADVISORY COMMITTEE



"What I like about the Patient Advisory Committee is that you have patients and managers from all departments around a table and everyone gets to speak. The more people who participate, the more ideas you have."

– Robert, adult medicine patient, Patient Advisory Committee member

"As a baby boomer, I thought we had everything; we don't. We get slammed with the totally unexpected. NCHC is lifesaving for those who have lost or can't get insurance; a place to come for quality care, where people know and work with you regardless of financial situation. The Patient Advisory Committee is a powerful concept. If you have concerns with care – anywhere, major or minor – you have somewhere to get them addressed or to ask questions. It's been so impressive. You feel you are participating in your own healthcare."

– Claudette, adult medicine patient, Patient Advisory Committee member



CONTINUITY OF CARE



Oneda had made Norwalk Community Health Center her family's medical home for adult, women's and pediatric health services for 12 years when she met with our eligibility department about pediatric and behavioral health care for a young relative. Newly arrived and experiencing

trauma, the child is now receiving pediatric care and ongoing behavioral health counseling as a patient.

The process awakened in Oneda memories of her own experience when she was new to the community and a victim of domestic abuse. With the health center's integrated care team support, she is getting behavioral health counseling. It has helped her find her voice, she says, and she wants to use it on behalf of other women who are afraid to speak out.

"I know we're in a safe place when we come here."

– Oneda, adult medicine and behavioral health patient

When Sylvena found herself jobless, for the first time in 40 years, without health insurance, diagnosed with a heart condition, she was homeless and depressed, and feared she'd lost everything.



"The Health Center saved my life! I asked for a miracle and it happened. I may not have a job yet and I use food stamps, but I have my own place, my cardiologist says I'm doing better, and I have Mindy, Rebecca, Andrea, and Suzanne at the Health Center looking out for me."

– Sylvena, adult medicine and behavioral health patient

“They who have health have hope; and they who have hope, have everything.”
– Maya Angelou

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

Bankwell
Delta Dental of New Jersey Foundation
Eric Epstein Charitable Fund
Fairfield County’s Community Foundation
Fund for Women and Girls
Geller-Conarck Memorial Fund
Shorehaven Golf Club
Sky Zone Norwalk
United Way of Coastal Fairfield County
Westport Woman’s Club

Individuals

Orlando Aquino
Eva Beau
Dan L. Berta
Lauren Braun Costello
Lawrence F. Cafero
Tim Callahan
David Coffin
Betty Cordellos
Susan Crowe
Deanna D’Amore
Ralph DePanfilis

Maria Escalera
Christina Fagerstal
Adriana Fields
Eisybell Garcia
Pamela Geller
Robert Genuario
John Gettings
Bernadette Gray
John Knight
Peter Korzenik
Joseph Mann
Madhu Mathur
Marcelyn Molloy
Laura O’Keefe
Chandani Payal
Stephen Perry
Denise Rollinson
Gerd Semmelroggen
Stefanie Shackelford
Cathy R. Sherman
Joseph Schuler
Suzanne Spinella-Curto
J. Michael Sutton
Thana vanRooyen
James Whiting
Darlene Young
Rebecca Ziff

In memory of Harry Berkowitz
Mrs. Ann Berkowitz
In memory of Dr. Patrick Neligan
The Frank and Lorna Colarusso Charitable Foundation
In memory of Dr. and Mrs. Patrick Neligan
Aideen Vergara

In-Kind Donors

Ashley Homestore
Back County Jazz
Beboppers
Bankwell
Binky Patrol
City Carting
Connecticut Video Production Co.
Costco
Betty Cordellos
Greg Detroy Trio
Lyn Detroy
Gazy Brothers Farm
John Gettings III
Jhunathyn Ellis Photography
Maura Kallaway
Keize Nutrition Keys
Kumon Math and Reading Centers

Lakota Oaks
MBI, Inc.
Michael Imbrogno
Newtown Girl Scouts
O’Neill’s Irish Pub & Restaurant
Reach Out and Read
Riverbrook YMCA
Seaside Design LLC
Stew Leonard’s
Storm N Norman
Toys 4 Tots
Veska Martin Photographer
Westport Police
Young Women’s League of New Canaan

Event Sponsors

Alera Group
BevMax
Community Health Center Association of Connecticut
Fairfield County Bank
Fairfield County Business Journal
Henry Schein
WEBE108/Connoisseur Media

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.

“I was blown away. Once I understood the essence of the model – where everyone, regardless of ability to pay, receives comprehensive coordinated healthcare – I was struck by its efficiency: a patient begins experience with NCHC in utero under care of the OBGYN team, then becomes a patient in the pediatric group, receives dental care, nutrition, behavioral counseling, and so on. Shouldn’t we all have healthcare like this?”

– Lauren Braun Costello, classically trained chef, food stylist, author, and Westport mom



Donor Lauren Braun Costello signs copies of her book, *Notes on Cooking*, at the NCHC 20th Anniversary Celebration

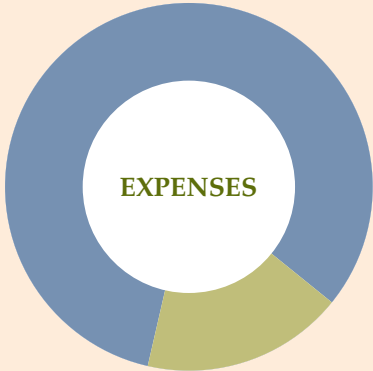
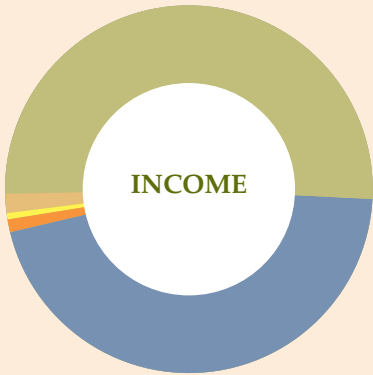
2019 STATEMENT OF FINANCES

INCOME

Net Patient Revenue	\$ 5,078,398	49.8%
Grant Income	\$ 4,780,302	46.9%
Net Assets Released from Restrictions	\$ 100,000	1.0%
Contributions	\$ 39,596	0.4%
Other Income	\$ 198,134	1.9%
Total Revenues	\$ 10,196,430	

EXPENSES

Program Services	\$ 8,584,820	81.6%
Management & General	\$ 1,931,544	18.4%
Total Expenses	\$ 10,516,364	



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





Norwalk Community Health Center, Inc.

120 Connecticut Avenue • Norwalk, CT 06854

T 203.899.1770

F 203.899.1769

www.norwalkchc.org



Community Health Center
Association of Connecticut

