

**COUNTLESS
STORIES
WRAPPED
AROUND
ONE MISSION.**



**IMPACT
REPORT
2024**

To the Communities We Serve,

Every year, we seek to share our annual impact report in a unique and memorable way with one intention — to raise awareness of the vital importance of accessible, quality healthcare.

This year, as our story and the stories of others unfold before you, you will see common themes in all that you read (or view, in the related videos) — that ours is a living mission, creating a sense of belonging and wrapping around all we serve.

I ask that you renew your familiarity with UCFS Healthcare and make note of our efforts to integrate our services, simplifying the process for our patients and families through combined appointments or a team approach to care.

From that first pediatric appointment to the compassion of our eldercare services, ours is a mission of equity — providing what every member of our community needs, as they need it, and in the most accessible way possible.

As always, I ask you to join me in acknowledging and thanking the team of dedicated employees who define UCFS Healthcare. Through their passionate efforts, our patients feel heard, valued, and understood — important first steps to achieving the best health outcomes.

Yours in service,

Jennifer Granger, CEO, UCFS Healthcare



UCFS Fights for Accessible Dental Care

Dental care is a vital part of overall health, but it's often inaccessible to rural residents as well as uninsured or underinsured patients. UCFS Healthcare CEO Jennifer Granger has passionately advocated for improved access to dental care, including taking her concerns before the Connecticut Legislature. "The status quo is not sustainable, and intervention is needed," Granger concluded in a report highlighting the hurdles community health centers face in offering dental services. Despite these challenges, UCFS Healthcare is taking steps to make this care more accessible, including a renewed collaboration with the UConn School of Dentistry. We have hired three new dentists and reduced our waitlist by over 50 percent, enabling patients to more quickly receive the dental care they need.

OUR MISSION: UCFS Healthcare strives to eliminate health disparities & improve the health and well-being of the community.

How UCFS Eldercare is Helping Vulnerable Seniors

UCFS Eldercare has been providing seniors with housing at Sheltering Arms since 1877. In many cases, Sheltering Arms has welcomed seniors who were homeless for a variety of reasons, including unaffordable rent, financial extortion, or loss of income due to an extended hospitalization. We opened our doors to seniors who needed care due to the closing of local residential care facilities. Others have come to us from nursing homes to enjoy the more independent accommodations and integrated care that is available at Sheltering Arms. "We are a great option to help them," says Cary Trantalis, Vice President of Eldercare Services at UCFS. "Along with the nursing care, we also provide them with social support as well."

When the River Rose, We Rose to the Occasion

When the Yantic River flooded on January 10th, UCFS Healthcare stepped up for its patients. The flood caused extensive damage to the lower level of the Edward and Mary Lord Family Health Center in Norwich, leaving 58 behavioral health offices and group rooms unusable. Thanks to the operational efficiencies of UCFS Healthcare, we were able to seamlessly transition patients to telehealth appointments, or have them see healthcare providers at other UCFS Healthcare locations. "We really didn't miss a beat in regards to our patients and what we needed to provide," says Pam Kinder, Vice President of Business Development. Funding from the Edward and Mary Lord Foundation and other foundations allowed us to rebuild the affected spaces within months, with no negative financial impact to UCFS Healthcare.

“

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Jennifer Granger
President/CEO



Deborah Kievits
Chair
Board of Directors



UCFS Healthcare
Well-Being Redefined.

UCFSHealthcare.org

UCFS HEALTHCARE 2024

BY THE NUMBERS

ALL OUTPATIENT SITE VISITS:

121,046
16,389 UNIQUE CLIENTS

ACCESS TO CARE:

1,686 INDIVIDUALS SCREENED
725 UNDUPLICATED CLIENTS
843 APPLICATIONS

ROSS ADULT DAY CENTER:

5,755 DAYS
73 UNDUPLICATED CLIENTS

SHELTERING ARMS:

9,625 DAYS
44 UNDUPLICATED RESIDENTS

PRIMARY CARE VISITS:

31,218
11,678 UNIQUE PATIENTS

GYNECOLOGY VISITS:

2,836
1,930 UNIQUE PATIENTS

OUTPATIENT BEHAVIORAL HEALTH VISITS:

81,062
4,431 UNIQUE CLIENTS

COMMUNITY-BASED BEHAVIORAL HEALTH:

1,800
CHILDREN & FAMILIES SERVED

DENTAL VISITS:

5,930
3,429 UNIQUE PATIENTS

CASE MANAGEMENT:

359 REFERRALS
320 UNIQUE PATIENTS

OPERATIONAL REVENUE

Fees	\$20,210,381
Grants	\$11,294,026
Contracts	\$3,465,343
COVID-19 Grants & Contracts	\$518,795
United Way	\$229,026
Special Events & Contributions	\$623,187
Other	\$296,337

Total Operational Revenue \$36,637,095

OPERATIONAL EXPENSES

Behavioral Health Services	\$11,400,309
Medical Services	\$6,094,929
Dental Health Services	\$1,573,288
Eldercare Services	\$1,952,706
Community Outreach Services	\$8,119,494
School-Based Services	\$1,845,323
Administration	\$5,382,392

Total Operational Expenses \$36,368,441

Annual Operating Surplus \$268,654

Senior Management

Jennifer Granger

President/CEO

Cara Westcott

Chief Operating Officer

Frank Meaney

Chief Financial Officer

Dr. Ramindra Walia

Chief Medical Officer

Jennifer Bevacqua

VP of People

Pamela Allen Kinder

VP Business Development

Sharon Laliberte

Compliance Officer

Sam Robinson

VP Behavioral Health

Carolyn Trantalis

VP Eldercare Services

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Unaudited
Fiscal Year Ended
June 30, 2024

Locations

NORWICH

General Administration
34 East Town Street
860-889-2375

**The Edward & Mary
Lord Family
Health Center**
47 Town Street
860-892-7042

**School-Based Health
Center at Integrated
Day Charter School**
68 Thermos Ave #2
860-822-2803

**School-Based Health
Center at Kelly STEAM
Magnet Middle School**
25 Mahan Drive
860-822-2803

**School-Based Health
Center at Stanton
Elementary School**
386 New London
Turnpike
860-822-2803

**School-Based Health
Center at Teacher's
Memorial Global
Studies Magnet
Middle School**
15 Teachers Drive
860-822-2803

**School-Based Health
Center at Norwich
Technical High School**
7 Mahan Drive
860-822-2803

**School-Based Health
Center at Norwich
Free Academy (NFA)**
305 Broadway
860-822-2803

**Eldercare Services
Sheltering Arms
Residential Care**
165 McKinley Avenue
860-887-5005

**Ross Adult
Day Center**
165 McKinley Avenue
860-889-1252

**MONTVILLE
School-Based Health
Center at Montville
High School**
800 Old
Colchester Road
860-822-2803

**School-Based Health
Center at Tyl
Middle School**
166 Chesterfield Road
860-822-2803

**GRISWOLD
Griswold Health Center**
226 East Main Street
860-376-7040

**COLCHESTER
Colchester Behavioral
Health Center**
212 Upton Road
Suite C
860-537-7676

**NEW LONDON
New London
Health Center**
351 North Frontage
Road, Suite 24
860-442-4319

**PLAINFIELD
Plainfield Health Center**
120-122 Plainfield Road
860-822-4938

**WATERFORD
School-Based Health
Center at Waterford
High School**
20 Rope Ferry Road
860-822-2803

**School-Based Health
Center at Clark Lane
Middle School**
105 Clark Lane
860-822-2803

**Countless Stories
Wrapped Around
One Mission.
Scan to learn more.**



**Who accepts
HUSKY HEALTH? WE DO!**

**CALL A LOCATION ABOVE TO
MAKE AN APPOINTMENT**



UCFS Healthcare
UCFSHealthcare.org

Thank you to the sponsors of the 2024 UCFS Golf Tournament which was held at the Stonington Country Club

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NFP

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Drs. Rachna and
Ramindra Walia

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UCFS Senior
Management Team
Wireless Zone of Groton &
New London

Goodie Bag Donors

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**SAVE THE DATE FOR NEXT YEAR'S
TOURNAMENT – June 23, 2025**

Funding Sources

FEDERAL, STATE, LOCAL AND FOUNDATION GRANTS

Advanced Behavioral Health
Bob's Discount Furniture Charitable Foundation
CVS Health Foundation
Hometown Fund
Chamber of Commerce of Eastern CT Foundation
Charter Oak Federal Credit Union
Chelsea Groton Bank Foundation
Child and Family Agency of Southeastern CT, Inc.
Child Health and Development Institute
Colchester Lions Charities Inc.
Community Foundation of Eastern CT – Hauptfield Fund
Community Health Center Association of CT (CHCACT)
CT Health and Education Facilities Authority
State of CT
Department of:
• Children and Families
• Mental Health and Addiction Services
• Public Health
• Social Services
• Office of Early Childhood
• Office of Health Strategy
Dime Bank Foundation
Dominion Energy Charitable Foundation
Eastern CT Association of Realtors. Inc. – Charitable & Education Fund
Eastern CT Savings Bank Foundation
The Edward & Mary Lord Foundation

Emergency Food and Shelter National Board Program – United Way
The Federal Communications Commission
Frank Johnson Trust
The Fortin Family Foundation
R.S. Gernon Trust
School-Based Health Alliance
Senior Resources Agency on Aging
Substance Abuse and Mental Health Services Administration (SAMHSA)
U.S. Department of Agriculture – Food Nutrition Service – Child and Adult Care Food Program
U.S. Department of Health and Human Services – Health Resources and Service Administration (HRSA)
WONDR NATION – Mashantucket Pequot Tribal Nation
Worker's Compensation Trust

UNITED WAY CONTRIBUTIONS

United Way of Southeastern CT

CITY AND TOWN CONTRIBUTIONS

City of Norwich
Town of East Lyme
Town of Franklin
Town of Griswold
Town of Groton
Town of Lisbon
Town of Lyme
Town of Montville
Town of North Stonington
Town of Preston
Town of Waterford

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