

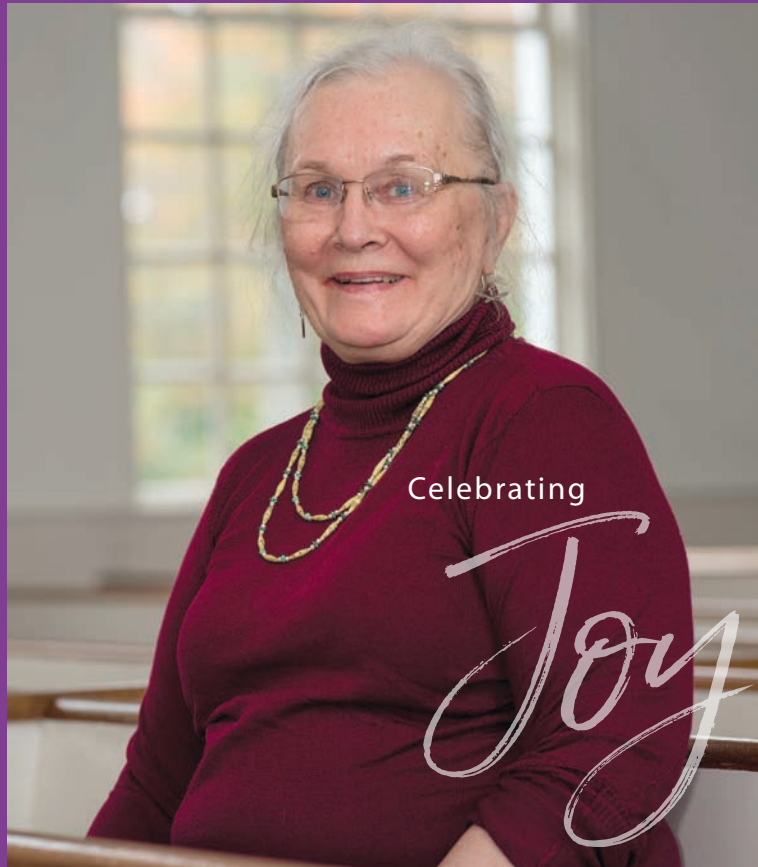
ANNUAL  
REPORT

1977  
—  
2017

Celebrating the

*Toys*

of 40 Years of Caring



Joy Chester had no idea when she walked into a church basement seeking peer support it would become a lifelong commitment to her own health. What began as Common Ground and grew into InterCommunity has been an essential part of Joy's life for the better part of the last 40 years.

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"Every day has been a good day for me because I am here."

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Joy represents all that is possible for our clients at InterCommunity. She reminds us today that recovery, hope and good health are attainable with access to quality, integrated health care. Together with Joy, we celebrate 40 years of growth, change and caring.



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Celebrating the Joys of 40 Years of Caring

1977  
—  
2017



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A MESSAGE FROM THE PRESIDENT & CEO

ANNUAL  
REPORT



Kimberly L. Beauregard, LCSW  
InterCommunity, Inc. President & CEO

Dear Friends,

What a joy it is to celebrate with you our 40 years of service to the community! InterCommunity is proud of a long history of successes that have brought us to a place of providing quality health care services to over 14,000 adults and children in this, our milestone 40th year.

Our journey has not always been easy, yet we persevered with the help of talented and generous employees, board members and volunteers. With a common goal of making integrated health care available to everyone, we worked tirelessly to create an organization like no other – one that offers people not only quality care, but a safe and supportive environment where everyone is treated with dignity and respect.

As we journey onward, we will continue to adapt to the changing needs of our community. We will open doors and initiate dialogue. We will create new services and reach more people. We will extend a helping hand to those who need us most. And in doing so, we will change the meaning of care for many years to come.

Thank you for sharing this 40 year anniversary with us. We look forward to your continued presence as we move into our next decade of service and beyond!

This past year, InterCommunity focused on enhancing

# addiction recovery services

With an opioid epidemic making national headlines, we responded to our community's needs in a number of innovative ways.

## BRIGHT SPACE

InterCommunity partnered with Bright Horizons to bring a Bright Space to Coventry House, our women and children's therapeutic group home. This Bright Space offers a place for children where they can play and connect with other children, their mothers, and supportive adults who can provide needed services. It is a developmentally appropriate space that is warm, safe, and an inviting place for children to explore through play and experience the joy of childhood.

The room renovation was made possible through Bright Horizons Foundation for children, along with the help of American Integrity Restoration in Glastonbury.



## RECOVERY HOUSE

Recovery House is a transitional living program for men and women in early recovery from substance addiction. "Addiction isn't just about chemical dependence, we have to address the emotional, social, and environmental challenges as well to create lasting recovery," says Tyler Booth, Vice President & COO. To accomplish this multi-pronged approach to addiction treatment, in the past year Recovery House has doubled the number of clients we can serve and now offers both short-term and longer-term programming. Participants in the Recovery House program receive intensive outpatient substance abuse treatment, care management, 24/7 access to on-site recovery specialists, three meals a day, clean and supportive sober housing, and on-site 12-step, employment counseling, and other recovery programming for up to six months. Recovery House's combination of treatment and safe and sober lodging gives clients a chance to truly put down their roots and establish a life in recovery rather than returning to their environments of use while their recovery is still so fragile.

## MAT (MEDICATION ASSISTED TREATMENT)

Medication Assisted Treatment (MAT) can be an effective tool in helping people overcome their addictions. This year InterCommunity has started to provide the combination of intensive outpatient substance-abuse treatment and medication management. Over 365 patients have already taken advantage of this service at our Hartford clinic and we will be launching this service in East Hartford before year's end. InterCommunity has also partnered with St. Francis Hospital's Emergency Department to facilitate quick access to MAT and decreasing the need for emergency or detox admissions.



THERE IS  
*Joy*  
IN BRIGHT SPACES  
AT COVENTRY HOUSE

## A NEW PHARMACY

Genoa, a QoL Healthcare Company, opened a second on-site pharmacy with InterCommunity on our Coventry Street campus in Hartford. Genoa is the largest provider of pharmacy, telepsychiatry, and medication management services for individuals with behavioral health or other complex, chronic health conditions. InterCommunity was happy to add this convenient service to our clients and partner with Genoa, as both companies share a commitment to serving both the physical and behavioral needs of those in our communities.



## ACCESS LINE

This past year, Connecticut's Department of Mental Health and Addiction Services expanded its Access Line to cover the entire state. Access Line (1-800-563-4086) is a free transportation service for those who need transportation to and from detox and other substance abuse treatment programs. As the transportation providers for half of the state, InterCommunity plays an extensive role in this service.

InterCommunity made great strides this year in bringing primary care and mental health services even deeper into the community. We received numerous

# validations of quality

from national organizations recognizing the work we do every day.

## SCHOOL BASED HEALTH CENTERS

This spring, the East Hartford Board of Education unanimously chose InterCommunity as the new provider of primary care and behavioral health services in its school based health centers. By the start of the 2017-2018 school year, InterCommunity opened health centers in five schools. School based health centers provide services beyond the scope of the school nurse. Services include: diagnosis and treatment of minor injuries and illnesses, such as ear infections and strep throat; mental health and substance abuse risk screenings; physical examinations, including sports physicals; immunizations; prescriptions and dispensing of medication; nutrition counseling and weight management; individual and family therapy; and crisis intervention and assessments.



Kerri Miller, LCSW;  
Veronica Rosado,  
Medical Assistant and  
Lauren Haines, APRN  
staff the School Based  
Health Center at East Hartford  
Middle School.

## JOINT COMMISSION

InterCommunity was recently awarded the Gold Seal of Approval for Accreditation for by the Joint Commission. The Gold Seal of Approval® is a symbol of quality that reflects an organization's commitment to providing safe and effective care.

"InterCommunity is pleased to receive accreditation from The Joint Commission, the premier health care quality improvement and accrediting body in the nation," states Kimberly Beaugard, President & CEO. "Staff from across the organization continue to work together to develop and implement approaches and strategies that have the potential to improve care for those in our community."



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The Gold Seal of Approval® is a symbol of quality that reflects an organization's commitment to providing safe and effective care.

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## PATIENT-CENTERED MEDICAL HOME

In April, the National Committee for Quality Assurance (NCQA) awarded InterCommunity NCQA Patient-Centered Medical Home (PCMH) Recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships.

The NCQA Patient-Centered Medical Home is a model of primary care that combines teamwork and information technology to improve care, improve patients' experience of care and reduce costs. Each patient's care is overseen by clinician-led care teams that coordinate treatment across the health care system. Research shows that medical homes can lead to higher quality and lower costs, and can improve patient and provider reported experiences of care.



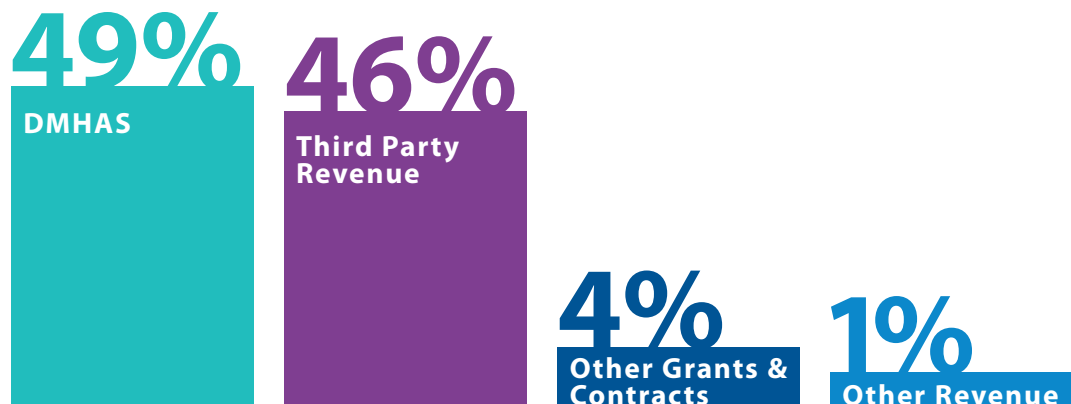


## STATEMENT OF ACTIVITY

June 30, 2017

	2017
<hr/>	
Operating Revenues	
DMHAS	\$ 11,206,962
Other Grants & Contracts	824,075
Third Party Revenue	10,500,527
Other Revenue	359,760
	<hr/>
	22,891,324
Operating Expenses	<hr/>
	22,827,452
Profit/(Loss)	<hr/>
	63,872

### Fiscal Year 2016-2017 Revenue by Source







## DONOR RECOGNITION

InterCommunity is fortunate to have a generous group of contributors who work with us in our mission to improve lives. We thank our contributors for their thoughtful donations that allow us to improve and expand the very necessary services we provide to all members of our community.

This record of giving gratefully acknowledges those who supported InterCommunity throughout the fiscal year 7/1/16 through 6/30/17. Although this report has been carefully prepared, we recognize the possibility that errors may have been made and apologize for any misspellings or omissions.

### Major Funders

Child First  
Court Support Services Division (CSSD)  
Department of Mental Health and  
Addiction Services (DMHAS)  
Department of Children and Families (DCF)  
Department of Housing and  
Urban Development (HUD)

### Foundations

Aetna Foundation, Inc.  
Amica Companies Foundation  
The Benevity Community Impact Fund  
Cigna Foundation  
Hartford Healthcare Community Benefit Fund  
Morgan Stanley  
Reid & Riege Foundation  
TD Charitable Foundation  
Travelers  
United Health Group  
United Way of Central & Northeastern  
Connecticut  
United Way of Greater Philadelphia  
Voya

### Champion Sponsor

**\$5,000+**  
Collins Medical Group  
Mr. Jeffrey S. Hoffman  
Genoa Pharmacy  
Reid & Riege, P.C.  
Saint Francis Hospital and Medical Center  
TD Bank  
Town of East Hartford  
Town of Glastonbury  
Willis Towers Watson

### Transforming Sponsor

**\$1,000- \$4,999**  
Kimberly L. Beauregard  
Mr. and Mrs. John H. Bonnar  
Capital Education  
South Congregational Church,  
South Glastonbury  
D'Esopo East Hartford Memorial Chapel  
Mr. and Mrs. Marshall and Susan Gaines  
Hartford Marathon Foundation, Inc.  
Harriott Home Health  
Kainen, Escalera & McHale, P.C.  
Mr. and Mrs. Michael Perry  
Town of Newington  
Town of Wethersfield  
Whittlesey

### Guiding Sponsor

**\$500 - \$999**  
Drs. Annes and Batul Ahmed  
First Church of Christ Congregational  
Board of Christian Science  
Mr. Donald Peterson  
Rotary Club of East Hartford

### Motivating Sponsor

**\$250 - \$499**  
Rev. Richard C. Allen  
Mr. and Mrs. Tyler V. R. Booth  
Ms. MaryLou Cadwell,  
Cadwell Art Direction  
Mr. Edward Casares  
In Memory of Orlando Casares  
East Hartford Woman's Club, Inc.  
Mr. and Mrs. Marshall Gaines  
Mr. and Mrs. Jeffrey and Jeannine Hughes  
Mr. and Mrs. Lionel and Christina Lessard  
Ms. Rebecca Paolino Holshouser  
Ms. Tami Sarra and Camp Bow Wow  
Mr. William Young and Mrs. Martha Page

### Sustaining Sponsor

**\$100 - \$249**  
Ms. Judith Benton  
Mr. and Mrs. Jon and Patricia Booth  
Ian Cameron, MD  
Congregational Church of East Hartford  
Mr. and Mrs. Don and Melody Currey  
Ms. Tracey Decker  
Mr. and Mrs. John and  
Mary Ellen Dombrowski  
In Honor Bill and Sue Dufford's 60th  
Wedding Anniversary  
Ms. Lorraine R. Duquette  
Mr. and Mrs. Peter and Eileen Harding  
Mr. and Mrs. John and Deborah Horak  
Mr. and Mrs. Ralph and Maureen Horowitz  
Mr. Matthew M. Kurtz  
Mr. Gary LeBeau  
Ms. Joan R. Lingard, LCSW  
Ms. Peg Kirkpatrick and Mr. Tim O'Brien  
Mr. Robert Rudewicz  
Mr. and Mrs. Thomas and Susan Sokoloski  
Wethersfield Chapter of UNICO National

### Advocating Sponsor

**\$1 - \$99**  
Ms. Martha Addington-McCormick  
Anonymous - In Honor of Marsh Summers  
Ms. Martha M. Baker  
Mr. Willard M. Censak  
Ms. Linda Chamberlain  
Mr. and Mrs. Biagio and Jeanne Ciotto  
Ms. Marti Curtiss  
Ms. Karen Dugan  
Mr. Robert George - In Memory of Win George  
Ms. Helen Hruska  
Ms. Pauline Kruk - In Memory of Evelyn J. Kruk  
Ms. Ruth M. Kurtz  
In Honor of Julie Palmer Hoffman &  
Dr. Matt Kurtz's wedding  
Ms. Cecile LeBrun  
Ms. Marilyn K. Marchant  
Mr. and Mrs. James and Laura Marshall  
Ms. Maggie McCormick  
In Honor of All Who Have a Mental Illness  
Mr. and Mrs. Timothy and Rosemary Moynihan  
Mr. and Mrs. Lewis and Judith Parker  
Ms. Dorothy Rambis  
Mr. Robert Randich  
Mr. Alan R. Spier  
Mr. and Mrs. Michael and Mary Stevens

### In Memory of Daniel McMellon

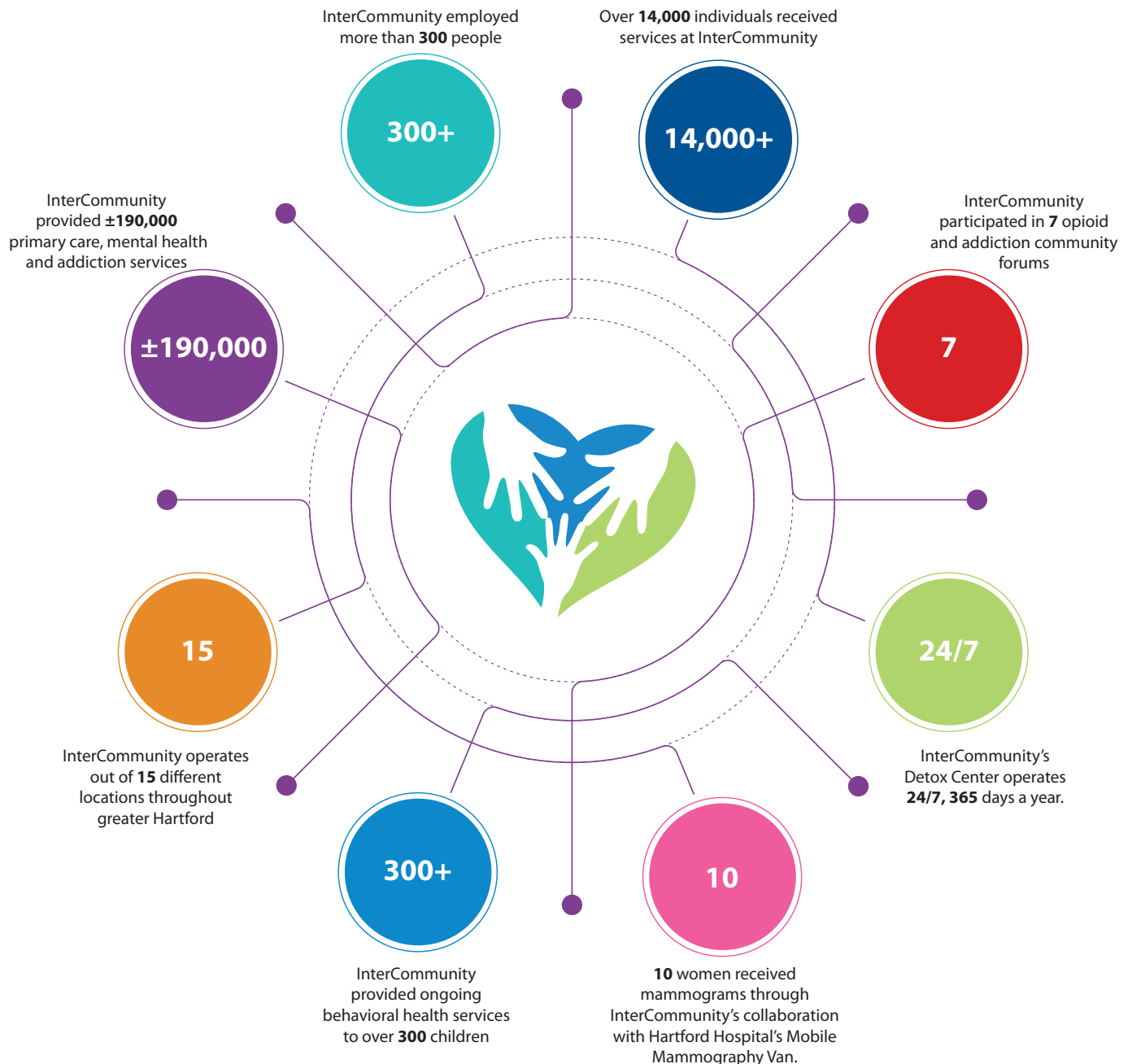
Ms. Arlene Andrade  
Ms. Patricia Bacon  
Buttonball Lane School Staff  
Mr. and Mrs. Nathaniel and  
Antonieta Dickinson  
Mr. and Mrs. Robert and Susan Elovich  
Ms. Jane Fox  
Mr. Richard Greene  
Ms. Michelle Hespeler  
Mr. Jason Hoagland  
Mr. William Maune  
The McDonald Family  
Ms. Kathi McMaster  
Ms. Sheila McMellon  
Ms. Molly Murphy  
Plastic Design International, Inc.  
Ms. Barbara Snyder  
The Surface Family  
Ms. JoAnn Umbach  
Mr. Button Watkins

### In-Kind Donations

The Booth Family  
The Doutre-Morrison Family  
East Granby High School  
East Hartford D'Esopo Memorial Chapel  
Mr. Marshall Gaines  
Mr. and Mrs. Jason and Jill Giulietti  
Glastonbury Middle School  
Mr. and Mrs. Jeffrey and Jeannine Hughes  
Junior Connections, East Hartford High School  
Ms. Alyssa Lamarre  
Shipman & Goodwin, LLP  
South Congregational Church, South Glastonbury  
Steven's Stockings  
Synergy Alternative High School  
Walgreens, Connecticut Blvd, East Hartford

# CHANGING THE MEANING OF CARE

In a 40 year journey, InterCommunity has evolved into a community health organization that strives to meet the health care needs of all members of the community. In fiscal year 2016-2017, we reached soaring heights in the numbers of people served and services provided at InterCommunity.



# BOARD OF DIRECTORS

It is through the vision and leadership of our Board of Directors that InterCommunity continues to fulfill our mission and change the meaning of care.

We are grateful for their dedicated efforts to aid us in making health care for the whole person available to everyone.

## Board of Directors

Rebecca Paolino Holshouser  
**Chairperson**

Michael Perry  
**Vice Chairperson**

Alan Coker  
**Secretary**

Jeffrey Carpenter  
**Treasurer**

Samuel Beason  
Meghan Blanchette  
Edward Casares, Jr.  
Frank Collins  
Brian Cutino  
Carol Gilbert  
James Kelly  
Matthew Kurtz  
John Motley  
Ken Reed  
Marybeth Scanlon  
Theresa Velez

## Executive Leadership Team

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

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

Tracey Decker  
**Chief Integration Officer**

Jeffrey Hughes  
**Chief Financial Officer**

William W. Young, MPA, LPC, NCC  
**Chief Strategy Officer**

## InterCommunity, Inc.

Administrative Offices:  
111 Founders Plaza, 18th Floor  
East Hartford, CT 06108  
860-569-5900

## Our Mission:

To help people improve their quality of life by providing physical health, mental health and addiction services for optimum healing and recovery.

[www.intercommunityct.org](http://www.intercommunityct.org)

*Proud To Be Designated A*



Designated as one of the few FQHC LAs in Connecticut, InterCommunity offers all community members access to quality primary care services, regardless of their ability to pay.



InterCommunity, Inc. 111 Founders Plaza, 18th Floor East Hartford, CT 06108 860-569-5900 [www.intercommunityct.org](http://www.intercommunityct.org)

*InterCommunity, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.*