EXPANSION

Annual Report 2019
Dear Supporters,

The Cornell Scott-Hill Health Center’s (CS-HHC) story this past year is largely about growth and renovation. The 2019 Annual Report theme, “Expansion,” carries an unexpected gravity as it is released in the shadow of COVID-19. The novel corona virus has had an impact on everyone – patients, providers, staff, and community partners.

As you will see in this report, the health, safety, and well-being of the communities it serves are the health center’s top priorities. Circumstances may change, but the health center is constant in its commitment to meet the changing medical needs of the residents of Greater New Haven. This has meant expanding our capacity to make quality, affordable care available to greater numbers of people. It has meant making more integrated healthcare services, including behavioral health and substance use, more conveniently located for more people in their communities. The health center’s expansion and improvement projects and innovative programs outlined in this report underscore the importance of building a community’s healthcare capacity in order to effectively respond to people’s healthcare challenges on a daily basis, during a pandemic.

We are grateful for the support of our many friends and partners in the health center’s ongoing effort to ensure every member of our community has access to high-quality, integrated health services. Your financial support is more critical than ever as we work on the frontlines to ensure continuity in healthcare services while also reducing the potential of transmitting and spreading COVID-19. You can make a donation on our website at www.cornellscott.org. You can also send your donation to us when you visit www.givegreater.guidestar.org. Thank you for your support.

Best regards,

Angel Fernández-Chavero, President, Board of Directors
Senior Leadership

Michael R. Taylor
Chief Executive Officer

Andrea Lobo
Chief of Human Resources

Kelvin Kreho
Chief Financial Officer

Douglas Bruce, M.D.
Chief of Medicine

Ece Tek, M.D.
Chief of Behavioral Health Services

Vanessa Andrews
Corporate Compliance Officer

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Director

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Director

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Director
Dear Friends,

As we present the Cornell Scott-Hill Health Center 2019 Annual Report, we stand united on the frontlines with medical providers across Connecticut and the country caring for our patients and community in the midst of COVID-19. In this environment of heightened vigilance we are once again reminded of the essential role community health centers play in ensuring the health and vitality of the communities we serve.

Last year, when we set our sights on reaching more people with high quality, comprehensive health care, we could not have anticipated the magnitude of this global health crisis or its impact on the need for community health services. The timely capital improvements and changes we’ve made in our health care services are highlighted in this report titled “Expansion.” For starters, we are pleased to report that the $5 million combined renovations and expansions of our main site – 428 Columbus Avenue, New Haven – are progressing successfully and moving into the last phase. This project alone has significantly increased our capacity to provide services to more patients.

You will find many other solid examples of our progress on the following pages. You will also see that we know that expansion in community health care transcends bricks and mortar. The health center is proud to lead the way in the state’s Quality Measures, ranking the highest last year among the healthcare providers participating in the Person-Centered Medical Home (PCMH+) program. Our ability to provide high quality, integrated medical services to meet the ever shifting and growing needs of our community is made possible by our dedicated healthcare staff. We are deeply indebted to them, our patients and many community partners who make fulfilling our mission possible. The increased care demand brought about by COVID-19 underscores the need for Cornell Scott-Hill Health Center’s continued expansion and innovation, and purposeful collaboration. When it comes to the health and safety of our patients and communities, we are in this together.

Sincerely,

Michael R. Taylor, CEO

Michael R. Taylor
Chief Executive Officer
Our Mission
Cornell Scott-Hill Health Center measurably improves the health and well-being of the communities we serve by providing excellent and compassionate care, accessible to all.

Our Vision
Through our innovative care, collaboration with others and advocacy for our patients, we make people’s lives better.

Our Values
Compassion
Diversity
Respect
Accountability
Integrity
Excellence
Professionalism
Leading the Way in Quality Measures

The Cornell Scott-Hill Health Center (CS-HHC) stepped into 2020 with news that we scored 57 percent in the final quality percentage measures in independent research commissioned by the Department of Social Services (DSS). CS-HHC ranked the highest among the 14 healthcare providers in the state’s Person-Centered Medical Home (PCMH+) program.

Improving Student Health and Academic Success

Through a partnership with the Quinnipiac Valley Health District, CS-HHC is providing a comprehensive range of health services at 3 Hamden schools that are going a long way toward advancing students’ health and academic success. This partnership is in addition to our partnership with New Haven Public Schools, in which we provide services at 7 schools in New Haven.

Expanding Integrated Healthcare in Ansonia

Final renovations and expansion of the 2,300 square-feet facility into a 12,000 square-feet outpatient medical center at 121 Wakelee Avenue in Ansonia are completed. We are providing integrated medical, dental, mental health, and substance use services to more people, including those hard-hit by the opioid crisis.
Increasing Healthcare Capacity & Quality

Renovations and expansions at CS-HHC’s main care site located at 400-428 Columbus Avenue are either completed or underway. The approximately $5 million combined project will increase the center’s capacity to service more patients on-site or via telehealth.

Expanding Integrated Treatment & Care for Substance Use Disorders

Plans to replace our Grant Street Partnership facility in New Haven for residents recovering from substance use with a 30,000 square foot Recovery and Wellness Center in the Hill neighborhood are underway. Shovels to start building the new $20 million facility on Minor Street adjacent to the South Central Rehabilitation Center are scheduled to hit the ground in the fourth quarter of 2020.

Dixwell Community Q-House

CS-HHC will occupy 13,000 square feet in the new Dixwell Community Q-House community center, replacing our Dixwell care site with a multi-service, state-of-the-art facility. The new care site is slated for completion in spring 2021 and will expand access to medical, dental and behavioral health services to residents of the Dixwell neighborhood and surrounding communities.
34,747 Patients  
Number of different individuals  
227,047 Visits  

Prevailing Diagnoses  
1. Hypertension - 6,505  
2. Depression - 5,320  
3. Drug Dependent - 4,856  
4. Diabetes - 3,436  
5. Alcohol Dependent - 3,167  
6. Asthma - 3,090  
7. Homeless - 1,831  
8. HIV Infected - 326  

Number of Patients by Service  
1. Medical - 28,890  
2. Substance Use Disorder - 12,896  
3. Mental Health Services - 9,262  
4. Dental - 6,527  
5. Other Professional - 2,704  
6. Vision Services - 2,092  
7. Enabling Services - 327
1,274 Families Served by the Connecticut Food Bank Mobile Pantry

1,048 Summer Supper Meals for Children Distributed

409 People Served by the Common Ground Mobile Market

200 (100 English, 100 Spanish) Rx Prescription Vouchers for Food Distributed

125 Holiday Food Baskets Distributed to Patient Families

Who Pays Us

- Medicaid 65%
- Medicare 8%
- Private Insurance 16%
- Uninsured (Sliding-fee) 11%

Pharmacy

- 47,910 prescriptions filled
- 30% Rx Sliding-fee Discounts or grant-funded (Pharmacy, Homeless, Ryan White, Title X) resulting in **$1,304,808 savings to patients**
- 5,396 doses of flu vaccine distributed

School Based Health Centers

- Served **2,784** of 4,029 registered students in 10 School-Based Health Centers
- 845 Flu vaccines provided
# Financial Report

for the years ending June 30, 2018 & 2019

(Figures represented in the millions)

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
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</thead>
<tbody>
<tr>
<td><strong>Operating Revenue</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Federal Grants</td>
<td>9,017</td>
<td>10,534</td>
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<td>State Grants</td>
<td>2,067</td>
<td>2,434</td>
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<td>City Grants, Other Grants and Contracts</td>
<td>794</td>
<td>533</td>
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<tr>
<td>Grants and Contracts</td>
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<td>Patient Service Revenue</td>
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<tr>
<td>Rent and Other Revenue</td>
<td>3,532</td>
<td>3,066</td>
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<tr>
<td><strong>Total Operating Revenue</strong></td>
<td>58,087</td>
<td>61,305</td>
</tr>
</tbody>
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| **Expenditures**            |        |        |
| Salary Expense              | 33,395 | 35,006 |
| Fringe Benefit Expense      | 6,340  | 6,502  |
| Contractual Services        | 2,777  | 2,952  |
| Materials and Supplies      | 2,793  | 4,662  |
| Furniture and Equipment     | 123    | 196    |
| Facilities Support          | 2,630  | 2,555  |
| Depreciation and Amortization | 1,707 | 1,745   |
| Insurance Coverages         | 271    | 279    |
| Travel and Education        | 186    | 284    |
| Legal and Accounting        | 381    | 290    |
| Other Expenses              | 6,518  | 5,290  |
| **Total Expenditures**      | 57,121 | 59,762 |

Surplus/Deficit from Operations .......................................................... 966  1,543

Non-Operating Income .......................................................... -16  -13

Contribution to Fund Balance .......................................................... 950  1,531
Community Support

The Cornell Scott-Hill Health Center (CS-HHC) is a leader in providing high quality, integrated healthcare accessible to all. We believe healthcare is a right. Addressing the social barriers to health while providing patient-centered, affordable care is the backbone of what the Health Center was founded on by Cornell Scott in 1968.

The health center prides itself on offering a sliding-fee scale for patients and families based on their income and does not refuse care based on anyone’s ability to pay. CS-HHC also accepts all major health insurance and can be the only solution to combating high deductibles. That is why we need YOU. Please consider giving in any way YOU can!

Ways to GIVE

When you make a gift to the Cornell Scott-Hill Health Center you are making a gift to improve the health and well-being of the communities we serve. You will help us bridge the gap between the funds we receive from participating insurers; patient fees; state, federal and foundation grants; and the cost of providing exemplary care.

Please support our mission! Tax-deductible gifts may be made by visiting our website at www.cornellscott.org; directly, by calling 203-503-3261; or by emailing Give2CSHHC@cornellscott.org.

Cornell Scott-Hill Health Center is a private, 501(c)(3) nonprofit corporation governed by a community board of directors, most of whom are also patients. Contributions are tax deductible to the extent provided by law.

Your gift may create another life-changing opportunity for our patients.