



“I care  
to keep my  
community  
well.”



## Leadership Message: Progress Report

From Michael Taylor, CEO:

As we head into the final months of 2013, I would like to share with you an update on the progress the Health Center has made this year. At the beginning of the year, we were facing several challenges and many tough decisions. However, due to the hard work and dedication of the entire team here at the Health Center as well as the support of the communities we serve and our valuable partners, I am pleased to share that the year has yielded a bounty of good news. Here is what we have accomplished together:

- Our patient satisfaction scores have increased for the third consecutive year;
- We opened new care sites at Connecticut Mental Health Center and at Gateway Community College;
- We expanded services at our State Street care site;
- The Joint Commission reaccredited

the health center for another three years and certified us as a Patient-Centered Medical Home;

- We hosted and/or participated in over 350 community events;
- We served over nine percent more patients than in the previous year; and
- We are well underway with implementation of our electronic health records system.

As you can see, we’ve made great progress, yet there is still much more to do. For example, key elements of the Affordable Care Act will become operational January 1st. Healthcare is changing and we must also change in order to remain relevant and viable. Our recent performance gives me confidence, however, that we can meet any challenge put to us.

Thank you for being part of this extraordinary time in the Health Center’s history. And stay tuned as there are more good things to come!

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## Upcoming Events:

**10/1:** Mobile Farmers’ Market  
428 Columbus Avenue  
4:00 – 6:00 pm

**10/3:** Health Fair at Marrakech  
Details to be announced

**10/5:** CMHC Health Fair  
Fair Haven Middle School  
164 Grand Ave, New Haven  
8:30 am – 3:00 pm

**10/24:** Food Day  
Lobby  
428 Columbus Avenue  
All Day Event

**11/12** Consulate On Wheels  
**& 15:** Church of St. Louis  
89 Bull Hill Lane, West Haven  
10:00 am – 1:00 pm

**11/13:** Health Fair at Fellowship Place  
Details to be announced

### Did You Know...

...the health center operates five school-based health centers here in New Haven? No? Then you or your child might be missing out! Our school-based health centers offer both primary and behavioral healthcare to over 2,400 New Haven students, providing them with easy access to care and helping them establish healthy behaviors at an early age. To see if we have a health center at your school, check out the list below:

**Clemente Leadership Academy**

360 Columbus Avenue

**Davis Street Arts & Academics**

School

35 Davis Street

**Hill Central School**

140 Dewitt Street

**King-Robinson Inter-District**

**Magnet School**

150 Fournier Street

**Truman School**

114 Truman Street



The Cornell Scott-Hill Health Center School-Based Health Center Newsletter is issued every other month to all students attending each of the above listed schools. The newsletter features tips for parents, health topics, and useful information about the health center activities.

### Expansion of Services

The health center is growing again! In addition to our new primary care site at the Connecticut Mental Health Center, which we highlighted in the May issue of "I Care," we have also opened a care site at Gateway Community College (GCC) and expanded our services at our State Street care site.

Our care site at GCC opened in August and is located on the first floor of the college's downtown New Haven campus at 20 Church Street. The new site provides both primary care and behavioral healthcare to GCC's students as well as its faculty, staff and

children from its early learning facility.

Also in August, we began offering primary care services at our State Street care site in New Haven. Previously, State Street served as specialty care site where patients could seek services for allergies and other ear, nose and throat related conditions. Those services are still available but now Amy Smith, APRN, is on site to provide primary care including chronic care, acute care and routine care such as physicals and immunizations. To make an appointment with Amy, please call (203) 503-3000.

### Get to Know Grant Street Partnership

Located at 60-62 Grant Street in New Haven, the health center's Grant Street Partnership (GSP) is a shining example of the difference we are making in people's lives. This unique, multi-faceted program offers hope to male and female adults with substance abuse disorders through a variety of programs including Twelve-Step Education/AA and NA meetings, housing assistance, individual/group therapy, life skills training, job readiness, HIV counseling, GED classes and primary healthcare and referrals. Psychiatric evaluation and medication management are also available for clients who need treatment for mental health disorders.

We also offer temporary housing for homeless men while engaged in treatment. In addition to the housing and services listed above, clients who stay with us are also provided with transportation and three substantial meals a day.

But what really sets GSP apart is its staff. Time and again, clients comment on the caring, positive nature of everyone who works there. The clients

can see that this is more than just job for GSP employees. They can see that the employees care about them and believe in them. And that, the clients say, is what spurs them on to recovery. In fact, many have said that without the staff at GSP they would most likely be incarcerated or no longer here. Instead, they are productive, valuable members of our community, working, building families and giving back. Congratulations to them and to the staff at GSP for all that they do!

#### Would you like to help the clients at GSP?

You can! GSP is currently seeking donations of recreational equipment for its clients to use such as a pool table or ping pong table. If you have one that you would like to donate, please contact Assistant Program Director, Jeff Kochiss at (203) 503-3376. Thank you!

## Activity Report

The health center is out and about in the community and now you can easily find out where we'll be and when. Simply visit our website at [www.cornellscott.org](http://www.cornellscott.org), click on **Resources** and then select **Events**. There you'll find the latest health center activity report, which lists by date all of our events, both those that we are hosting as well as those that we are participating in.

For example, you'll see that on October 5th we'll be participating in the

Connecticut Mental Health Center's Health Fair.

Be sure to check back often as the report will be updated regularly. And if you have an event that you would like the health center to participate in, we would love to hear from you! Please contact Director of Wellness Education and Outreach, Christine Solimini-Swift, at 203-503-3615 or Amy Santo in the Community Relations Department at 203-503-3418.

## Mobile Farmer's Market

One activity that's been a big hit is CitySeed's Mobile Farmers' Market! We were fortunate enough to receive a visit from the Mobile Market in both August and September. The Mobile Market is currently in its first full year of operation after a pilot season in 2012. Literally, a market on wheels, it brings fresh produce from Connecticut farms to New Haven neighborhoods along with cooking demonstrations and tastings of local, fresh fruits and vegetables.



If you missed the Mobile Market, no worries! It will be back. Look for it again on Tuesday, October 1st from 4:00 p.m. to 6:00 p.m.

## Fit Friendly Award

Congratulations to...us! This summer the Health Center was presented with a Gold Fit Friendly Award in recognition of our Wellness Education and Outreach Department and its efforts to create a culture of health in the workplace.

The Fit-Friendly program is a program of the American Heart Association. It recognizes employers who champion the health of their employees and work to create a culture of physical activity and health in the workplace. Worksites can apply on an annual basis for the



Gold level recognition and/or the Platinum level recognition.

The Health Center applied for the award citing our Biggest Loser and Maintain Don't Gain employee weight loss programs.

**Please join us in congratulating and thanking all of our 2013 employee service awards winners.**

**35 Years:**

Alina Kovac

**25 Years:**

Toni Harp

Lizvette Manso-Quinones

**20 Years:**

Karen Cypress

Rita (Ellis) Thorpe

Ana Vazquez

**15 Years:**

Inez de Jesus

**10 Years:**

Beatriz Agosto

Cherlisa Beverly

Andrea Dellacorte

Martha Driffin

Richard Feldman

Margie Ford

Yaileen Garcia

Mary Osiecki

Marta Perez

Damaris Roman

Evangelita Thomas

Andrea Williams

**5 Years:**

Vanessa Andrews

Jason Black

Yiara Blanco

Daniel Bromell

Gina Castillo

Diana Celano

Colin Douglas

Eneida Fuster-Cruz

Jose Gaspar

Robin Goldberg

Richard Gross

Jocelyn Gunn

Rosemary Johnson

Jerome Little

Jane Malia

Tezeta Mammo

Benjamin Metcalf

Theresa Perry-Wilson

Josh Rodriguez

Sara Sabellico

Michael Starita

Adelina Torres

John Turcotte

Martha Velasco

## Do you care to be an I Care Ambassador?

Please join us in saying, "I Care to Keep My Community Well"—



become a health center "I Care" Ambassador today!

The health center recently launched the "I Care" program, a new initiative designed to significantly improve the health and well-being of the people in the communities we serve. As part of the program we are looking to create "I Care" ambassadors.

"I Care" ambassadors are members of the community who want to help their friends, neighbors, parishioners, etc. achieve better health outcomes and eliminate health disparities. By sharing their knowledge, "I Care" ambassadors will help create more awareness about the health center's programs and services within their communities.

To become an "I Care" ambassador and receive your special "I Care" pin, please contact Amy Santo at [asanto@hillhealthcenter.com](mailto:asanto@hillhealthcenter.com).

## F.A.Q. Question of the Quarter

### How can I know if the Center is delayed or closed due to severe weather?

Our 24/7 facilities, SCRC and Grant Street Partnership, will remain open during severe weather. To find out if there are delays or closings at any of our other sites go to:

- ▶ [www.cornellscott.org](http://www.cornellscott.org)
- ▶ Channel 3: WFSB Early Warning Network - [www.wfsb.com](http://www.wfsb.com)
- ▶ Or call (203) 503-3196

### Donation Spotlight: The Great Give

Coming soon...the Great Give 2013! Once again this year, the health center will be participating in The Community Foundation for Greater New Haven's Great Give. The Great Give is an online giving event for nonprofits in the Greater New Haven area.

Through the Great Give, The Community Foundation for Greater New Haven, with generous help from the Valley Community Foundation, will be providing up to \$150,000 in grant prizes to nonprofit organizations - like

our own - that serve the Greater New Haven and Valley regions and have a published profile on [giveGreater.org](http://giveGreater.org). Prizes will be given for most money raised, most donors, most new donors, "something for everyone" and more.

The Great Give 2013 begins at 8:00 am EDT on October 2nd and ends at 8:00 pm EDT on October 3rd, just 36 hours.

To learn more, or to view our company profile, visit: <http://givegreater.guidestar.org/Home.aspx>.

### Get Social!

Want to be a health center insider? Then get social! Follow us on Twitter, like us on Facebook and subscribe to our YouTube channel for all the latest health center news and events. New content is posted on a regular basis and includes information on the health center's services, as well as educational resources, new

groups and classes, and so much more! More importantly, though, we want to connect with you—the community! So tweet us or post to our Facebook page. Your comments and questions are always welcomed!

