



Always groundbreaking.

Always grounded.

Through education, innovation, and technology, the Moses/Weitzman Health System is focused on transforming healthcare delivery for the people who need it most.

Together, we are committed to creating a world where healthcare is a right, not a privilege.





Our Story

Fifty-two years ago, a group of Wesleyan University students and Middletown activists established a free clinic, Community Health Center, Inc. (CHCI), to provide healthcare to the underserved and vulnerable members of the community. Since then we have grown to 19 sites and 150+ school based locations in Connecticut, expanded options to include clinical and behavioral healthcare, began training the next generation of providers, and branched off into several programs and affiliates that all held the same vision.

In January 2023, the Moses/Weitzman Health System (MWHS) was launched to tie together the growing programs under one umbrella. Our diverse array of programs and affiliates are what make us unique as a primary care system focused on comprehensive direct service, training and education, and research and advocacy.









We've been responding to huge challenges in community healthcare for over 50 years.

IN 2023 WE TOOK A HUGE STEP FORWARD by bringing together all of our affiliates under one new umbrella organization, the Moses/Weitzman Health System (MWHS). While we continue to provide primary care, access to specialists, and health professional training in vulnerable communities throughout Connecticut and across the U.S., we are now better positioned to innovate and collaborate on a broader scale.



Our comprehensive system is designed to improve health outcomes and tackle a wide range of healthcare issues in pursuit of clinical excellence. We pride ourselves on being a flexible and adaptive network, enabling our impressive teams to respond to emerging challenges.

Right now, we are facing one of the biggest challenges we've seen in decades. Hospitals are increasingly owned by for-profit entities, leading to higher costs and often worsening outcomes for patients. Sadly, this trend leaves behind the 32 million+ Americans who rely on community health centers for their primary and specialty care.

As you read through these pages, we hope you will see how MWHS is poised to mobilize and collaborate with other "safety-net" providers to elevate the voices of underserved patients and communities through research, education, policy change, and direct clinical services.

We've responded to huge challenges over the last 50+ years. We remain steadfast and ready to face what lies ahead...to realize our shared vision of making healthcare a right, not a privilege. Thanks to the support of our partners, and philanthropists like you, we will continue to strengthen our services, expand our reach, and deepen our impact.

Together we will meet the challenges ahead.

Peace and Health,

Mark Masselli, MWHS Founder, President & CEO

Margaret Flinter, MWHS Senior Vice President & Clinical Director

What is Primary Care?

Primary care is comprehensive, accessible, and serves patients of all ages from pediatric to seniors. It includes preventive care, management of chronic conditions, health education, treatment of acute illnesses or injuries, referrals to specialists, and care coordination. Primary care providers collaborate with patients to meet their everyday healthcare needs, developing a trusted relationship that can last a lifetime.

MWHS's primary care focuses on the whole person, integrating medical, dental, and behavioral healthcare with an understanding that the environment impacts our health.

We believe that every person in every community should have access to high quality, affordable, and respectful primary care.

THE CHALLENGE

Quality healthcare is not available to all, especially those in underserved communities.

OUR RESPONSE

We launched **Community Health Center, Inc.** (CHCI) in 1972 to ensure that *healthcare is a right, not a privilege.*

It began as a single dentist's chair in Middletown, CT and has continued to innovate and adapt to meet the shifting healthcare needs of vulnerable populations. We are committed to ensuring that high quality and easily accessible healthcare is available to all.

As our nation's largest primary care network, community health centers care for 10% of the country's population — over 32 million individuals. CHCI's comprehensive programs and services protect, strengthen, and transform the delivery of primary care for our patients, their families, and communities.

FY24 CHCI HIGHLIGHTS

106,000+ primarily low-income children, teens, adults, and seniors received medical, dental, and mental health services

538 medical, dental, and behavioral health providers

680,000+ visits across all CHCI services

12,800+ kids served through our **150+** schoolbased health centers

Served patients from **every** city & town in CT



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OUR CLINICAL AND COMMUNITY SERVICES

- Access-to-Care Advocacy
- Behavioral Health Services
- Conversations on Healthcare Podcast
- Child Advocacy Center
- Chiropractic Care
- Dental Care
- Diaper Banks

- Family Wellness Centers
- Healthcare for the Homeless
- Healthy Weight Management Services
- Integrated Primary Care
- Meditation and Stress Reduction
- Mobile Crisis Youth Mental Health Services

- Mobile Health Units
- Neurodiversity Services
- New Horizons Domestic Violence Shelter & Services
- Nutrition Services
- OB/GYN and Prenatal Care
- On-Site Pharmacies
- Podiatry

- School Based Health Centers (PreK-12th)
- Smoking Cessation
- Substance Use Management
- Urgent Care
- Vaccination Clinics
- Veteran's Services
- Vinnie's Jump & Jive

CHCI's **"Wherever You Are"** philosophy reflects our commitment to providing access to quality health services, in our brick-and-mortar locations, in schools, and out in the community.

We go beyond the community health center mandate to provide comprehensive and integrated medical, dental, and behavioral health services to CT residents of all ages and backgrounds, regardless of their ability to pay or health insurance status. *Far beyond*.

"It's not only their job. The doctors are actually concerned about the people they are helping."

— OB/GYN patient, Maternal & Infant Health Care

"My therapists are amazing, understanding, kind, and helpful. They never pass judgment on me, are there for me, and do their best to help me."

— Teenage patient, School-Based Health

"I have been going there for over 13 years, and I will not stop going to that clinic; it is the best, and I take my children there. My doctor speaks Spanish and I understand her."

— Medical patient, Primary Care Services

CT PRI

"When I come in, the doctor knows my baby and treats us like family."

— Pediatric patient parent, Well Child Services

"They listen to the problem and do not just slap a band-aid on and move to the next patient. This is the best doctor facility I have been to... I finally get the proper care I need."

- Medical patient, Primary Care Services

"I feel without [my therapist], I would have been in trouble. I haven't had a drink in a year. The doctors take the time to remember all the things that are wrong and stay connected to me."

— Behavioral health patient, Substance Use Disorder Services

> "Just you showing up at the shelter every week is something we never had before and never expected. Seriously you have no idea what it is like to walk out and see this medical van here and know I got some people looking out for me. You all humble me and move me."

— Homeless veteran, Mobile Health Unit





ALEX'S STORY

After going through significant familial trauma in her early developmental years, Alex began to struggle in school and act out at home. Having lost both parents through abandonment and death, she was sent to live with a maternal aunt who struggled to handle Alex's mental health issues. In a family therapy session, she said "I don't know what to do to help Alex understand and trust that I love her and that I won't ever send her away."

During this time they found Child Guidance Center of Southern CT (CGC), a program of CHCI. Over the next two years of treatment, Alex worked through the trauma from her early childhood and fears of abandonment. She began to trust that her aunt wouldn't leave her and learned that talking in therapy was safe. She transitioned to our school-based healthcare program and is now more engaged at school and on track to graduate. At first unable to even mention her mother's name. Alex and her aunt are now planning a trip to her mother's country of origin so that she can learn more about her and meet her extended family.



THE CHALLENGE

Patients served by community health centers historically have not been adequately represented or included in primary care research, policy, and innovation.

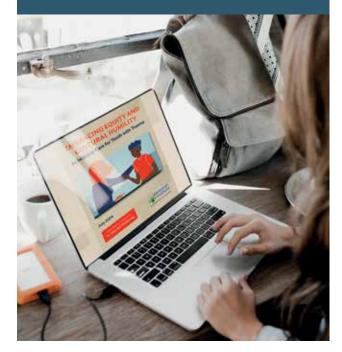
OUR RESPONSE

CHCI founded the Weitzman Institute in 2007 to effect change in healthcare practice and policy for vulnerable populations.

With the philosophy of *nothing for us without us*, we incorporate the voices and experiences of populations served by community health centers into every aspect of our work.

Through research, policy change, and education, we aspire to transform the delivery of primary care. Our work focuses on the role of community health centers in empowering providers and patients, locally and nationally, to improve health and wellness outcomes. "All trainings should be this grounded in provider humility, responsiveness, and systems-orientation."

— Clinical Social Worker, North Carolina, Weitzman ECHO Childhood Trauma participant







"We have very low resources...as you know, in primary care, we have limited time to see our patients, and that's difficult. But thank goodness, we have this program to come help us, to ask questions, so we can help our patients."

— Physician Assistant, rural California, Weitzman ECHO Advanced Primary Care participant

Community Health Center, Inc. where beats are a sign arranged and



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Weitzman ECHO

Weitzman Institute's Project ECHO courses are virtual training sessions and clinics specifically designed to meet the needs of "safety-net" primary care providers across the country.

WEITZMAN ECHO TOPICS

- Adult Psychiatry & Trauma-Informed Care
- Advanced Primary Care
- Childhood Trauma
- Complex Care Management
- Complex Integrated Pediatrics
- Conversations on Pain for Advanced Practice Residents
- Dermatology
- Diabetes Across the Lifespan
- Diabetes Management
- Improving Women's Health in Primary Care
- Medication Assisted Treatment
- Peer Recovery Specialists in Delaware
- Peer Recovery Support in Ohio
- Substance Use Disorders

FY24 WEITZMAN INSTITUTE HIGHLIGHTS

6,867 participants joined **254** ECHO training videoconferences

35 conference presentations

25 peer reviewed publications

Annual symposium hosted **1,037** registrants representing **50** states, **1** territory, and **8** countries

FY24–FY25 Weitzman Institute Research & Policy Focus Areas

"The speakers were knowledgeable and incredible communicators. I could feel their heart felt desire to get the information out there [with] topics that are pertinent in today's healthcare."

— 2024 Weitzman Symposium Attendee

Play & Early Childhood

Multi-year, multi-site early intervention projects to raise awareness and change practice in "safety-net" settings regarding the importance of infant and early childhood mental health, play, and socialization to mitigate the impact of developmental delays and environmental factors on later health and well-being.

Violence Prevention & Intervention

Prevent and mitigate the behavioral and physical health ramifications of gun and community violence for impacted youth through studies and policy solutions.

Maternal Health

Address the health risks during pregnancy for vulnerable demographics, particularly black women who experience disproportionately higher rates of severe maternal morbidity, regardless of socio-economic status.

Technology

Artificial Intelligence is a rapidly evolving tool that can be utilized at community health centers to improve healthcare outcomes, but only with further research regarding its application, implementation, and ethical use.

Systemic Change

Initiate changes at community health centers through programs designed to make organization leadership more effective at critically evaluating internal policies and procedures to make lasting, meaningful change for staff and patients.









THE CHALLENGE

Specialty medical care in this country is not accessible to many people in need.

OUR RESPONSE

CHCI providers developed **ConferMED** in the early 2000s to address and improve primary care nationwide through access to specialists using digital innovation.

For decades, uninsured patients and those enrolled in Medicaid have faced barriers to accessing medical specialists, including distance, insurance coverage, and long delays for appointments. Across the country, these barriers contribute to poor health outcomes.

ConferMED is the only eConsult service virtual electronic consultations between medical providers — built by primary care providers for primary care providers.

We bring specialty care to isolated clinics and patients where such expertise is not available.

FY24 CONFERMED HIGHLIGHTS

Network of 300+ eConsult specialists Supported 3,700+ medical providers 40,000+ individual consultations Across 30 states "I'm able to use the latest technology to take and transmit photographs of my patients' skin lesions and instantly send them to a dermatologist across the country. I get answers about the best course of treatment for my patients within days... sometimes within hours. The nearest dermatologist to our town is hours away with a waiting list that is months long."

— Primary Care Provider, rural Texas



ROBERT'S STORY

Robert has Type 2 Diabetes and is on insulin prescribed by his primary care physician (PCP). He struggled with his treatment regimen and suffered from high sugar levels in the mornings. This resulted in episodes of cognitive disorientation, requiring Robert to rely on his wife for assistance in managing his medications and his symptoms. His PCP submitted an eConsult to one of ConferMED's endocrinologists. The specialist responded within one day after quickly determining that Robert's evening insulin dose needed to be adjusted. Under his PCP's care, Robert implemented the changes and, after a few weeks, he was no longer experiencing dangerously high sugar levels and his symptoms fully resolved.

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CONFERMED SPECIALTY AREAS

- Allergy & Immunology
- Cardiology
- Dermatology
- Endocrinology
- Gastroenterology
- Geriatric Medicine
- Gynecology
- Hematology
- Infectious Disease
- Nephrology
- Neurology
- Oncology
- Ophthalmology
- Orthopedics
- Otolaryngology
- Pain Medicine
- Psychiatry
- Pulmonology
- Rheumatology
- Urology
- Vascular Surgery

"The wait to see many of our specialists can be months. ConferMED gets us answers quickly, and it frees up specialists to see patients who are most in need of their care. My questions are answered within 48 hours, so I'm able to get back to the patients and let them know the next steps."

— Director of Medical Services, Americares Free Clinics, Connecticut



THE CHALLENGE

There is a national shortage of primary care providers, particularly in community health centers.

OUR RESPONSE

CHCI recognizes the need for formal postgraduate residency training for advanced practice providers who now account for 50% of the primary care provider workforce in community health centers.

CHCI developed a model of formal nurse practitioner residency training in 2007. This innovative model has since been replicated across the country.

To ensure quality, consistency, and rigor, we joined with other national nurse practitioner residency programs to form the **Consortium for Advanced Practice Providers** (The Consortium) in 2015. The Consortium enables these programs to more easily collaborate and share best practices.

The need for more rigorous training is not limited to advanced practice providers. Workforce gaps are prevalent in medically underserved areas of the country and training opportunities are costly. To create a flexible and affordable pathway for people aspiring to healthcare careers, particularly in these high need communities, CHCI launched the **National Institute for Medical Assistant Advancement** (NIMAA) in 2016.

By building and supporting an extensive training network, we are empowering the next generation of healthcare providers and leaders.



"I found myself surrounded by an amazing group of people. Without a doubt, CHCI is a great place to have [experience working] in the mental health field. I found myself a few times having my...perspective widened, and realized how many patients are in need of being heard. I am glad I was there for them, thanks to CHCI."

— Post-doctoral psychology residency alum



"My desire to do CHCI's residency program was rooted in my experience of advocating on behalf of those who have not had consistent access to quality health care. After residency, I was able to build on my academic education to become a family nurse practitioner who can respond effectively to the vulnerability and complexity of patients in community health."

— Family Nurse practitioner residency alum



Since 2007, CHCI's pre- and post-graduate training programs within our clinics have grown to include students, interns, residents, and fellows across all primary care disciplines.

CHCI INTERNAL TRAINING PROGRAMS

- Primary Care Nurse Practitioner Residency
- Pre-Doctoral Psychology Internship
- Post-Doctoral Psychology Residency
- Psychiatric Nurse Practitioner Residency
- Healthcare Administration Fellowship

Annually we host an additional 170+ practicum students across all healthcare professions.



"Working at CHCI, the opportunity to practice collaborative care with interdisciplinary teams has shaped how I approach psychiatry. I find myself gravitating towards similar opportunities...to care for patients and families via a [clinical excellence] lens."

— Psychiatric/MH Nurse Practitioner Residency alum

NIMAA

Medical assistants are a critical part of the patient care team. They are often the first person a patient sees when they come to the clinic, and they do a lot of behind the scenes work for the patient and provider. NIMAA equips medical assistants with the skills to excel and address critical primary care shortages. We focus on providing accessible, affordable education to create a stronger healthcare workforce.

FY24 NIMAA STATS

200 nationally replicated programs
184 program graduates
41 national health center partners



"NIMAA has taught me so much and helped me grow as a person. I have always loved helping others and thanks to this program I can do that even more. NIMAA has encouraged me to believe in myself and has provided me with such a great start."

— Medical assistant, NIMAA alum

The Consortium

Advanced practice providers — nurse practitioners (NP) and physician associates (PA) — make up 50% of the primary care workforce.

The Consortium, federally recognized by the U.S. Department of Education, plays a national role in establishing standards for accreditation of post-graduate NP and joint NP/PA residency and fellowship training programs. As a member organization, we bring together licensed NPs and PAs to create a community that raises the standards of post-graduate residency and fellowship training programs, helping our members perfect the diverse set of professional skills required to succeed in today's complex healthcare environment.

FY24 CONSORTIUM HIGHLIGHTS

Convened **7th** Annual Consortium Conference in San Diego in May

350 individual members nationally

Network membership increased by 33%

PA membership increased by 67%

Received federal recognition by the U.S. Department of Education **to accredit** PA post-graduate training programs

"This is still an evolving and disruptive thing we're doing — setting up post-graduate training for NPs and PAs. So, by learning from each other, helping each other, and being open to all the best that everyone has to bring, through The Consortium we're going to move this movement further along together."

— 2024 Consortium Conference attendee

Always looking ahead.

Always grounded.

Expand our Mobile Health Services



Grow our "Wherever You Are" philosophy with a fleet of mobile health units equipped for medical, dental, and maternity healthcare to increase access across Connecticut.



Launch a fully outfitted maternal mobile health unit to provide prenatal and postpartum care to residents in remote areas of Connecticut.

Build Healthy Environments

Expand gardening programs at several of our School-Based Health Centers, children learn about healthy food choices and sustainability. Our new greenhouse in Middletown, CT will offer the community opportunities to engage in urban gardening and learn how a healthy environment improves wellbeing.





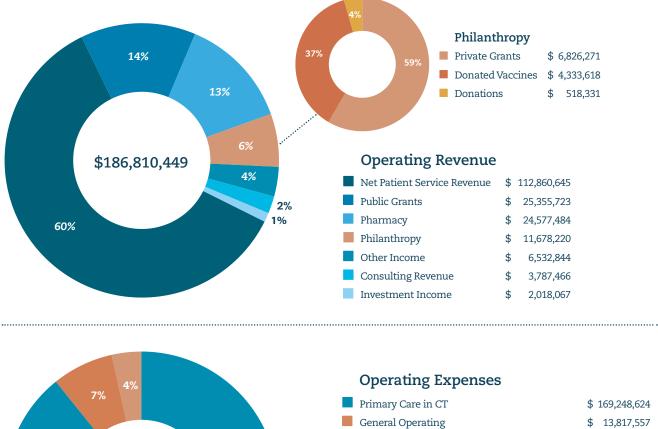
Increase Support to Fellow Safety-Net Providers

Build upon existing e-consults to include live telehealth consultations between primary care providers, patients, and specialists. Provide research and training/technical assistance to our widening network of community health centers across the country.



FY2024 Financials

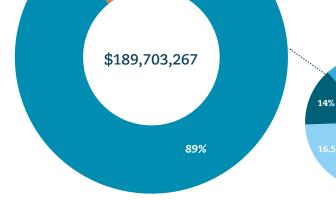
July 1, 2023 to June 30, 2024*



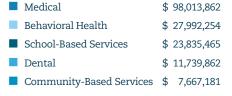
4.5%

58%





Primary Care in CT



* FY2024 figures unaudited as of the time of publication.

† Includes consultation, education & training, research, and policy work.

Our Donors

We are so grateful to the generous donors who made gifts to the Moses/Weitzman Health System and its affiliates between July 1, 2023 and June 30, 2024.

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"We have been partners with ConferMed since 2018. Year after year we have been impressed by their growth and their impact in vulnerable communities."

— Amy Einhorn, MPP, St. David's Foundation (Texas)

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"Their work to strengthen the health and wellbeing of families in CT is so impressive. I'm especially excited to support their pediatric mental health programs! Sadly, the demand is high and rising. We all need to help in any way we can!"

— Clea Newman Soderlund, Newman's Own Foundation (Connecticut)

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