

Growing a Healthier Community One Person at a Time Since 1972



StayWell Health Center

5 0 T H A N N I V E R S A R Y

A Message

From the Board Chair, Mark Briggs

StayWell's 50th Anniversary has prompted us to retrace our trailblazing history of providing needed healthcare to an increasing number of Greater Waterbury residents. It is truly remarkable how a small program started in 1972 as a part of the national Model Cities Initiative, has grown into a critical pillar of healthcare in the region.

Since then, structural changes have included becoming a non-profit corporation in 1994 and a federally qualified health center in 2000. StayWell has remained steadfast in its focus to ensure access to uninsured and underinsured, to be inclusive of all, to support community and to respond to need. StayWell continues to rise to the challenges as a collaborative partner in

the area's healthcare system. With over 25,000 unique patients relying on StayWell for care, the Board of Directors will add to its responsibilities the building of an endowment that ensures these same and additional resources are sustained. As a fiscally responsible steward of funds, StayWell is the right organization to support for the future. ■



From the President/CEO, Donald J. Thompson

This momentous occasion engenders a reflection on StayWell's journey of providing care in the community that I have called home my entire life.

The foundational values of being community-based, patient-centered, and culturally responsive in order to improve the overall health of the community remains. Yet, healthcare and StayWell have evolved in innumerable ways to ensure our efforts are impactful. Evidence-based, outcome driven care with established metrics now drives our work to reduce health disparities. StayWell recognizes that we must work collectively to achieve equity and create a healthier Greater Waterbury region. We are grateful for the local

and statewide partnerships that have supported our efforts and maximized local resources.

StayWell is poised to respond to the known and unknown challenges of the future, and commits to the continued delivery of its nationally award-winning healthcare services to all who seek them. As we celebrate our history, we are inspired by our achievements to date and all the promise and progress that is in our future. ■



Current Board Chair

Mark Briggs, MSW

Past Board Chairpersons

Migdalia Rosario

Jack Zazzaro, DDS

Former Executive Directors

Lloyd Pelletier

Karen Spargo

Bob Zelinger

Lynn McCain

Geographic Scope of StayWell



Number of Patients

- 0 - 1,000
- 1,001 - 2,000
- 2,001 & Above

StayWell served 16,504 Waterbury patients.

Total: 25,000 unduplicated patients annually, over 100,000 visits.

StayWell was founded as part of a coordinated approach to utilize federal, state, local and private resources to develop “model” neighborhoods, generally known as the Model Cities Program. As a component of the “War on Poverty,” the national model was intended to demonstrate that the living environment and general welfare of people living in blighted neighborhoods could be improved through coordinated efforts. The North End of Waterbury was locally identified as an area lacking access to primary healthcare. With a \$92,000 budget, the following services became readily available at low or no cost: health education, outreach, primary care, gynecology, EKG, dental care, screening for TB, sickle cell anemia, prenatal blood work, glaucoma, immunizations and infant care.

Although there have been many successes in reaching its early goals, community members still experience barriers to healthcare. The area’s healthcare infrastructure has vastly changed since the 1970s, and StayWell has grown and expanded to meet the new and continued needs regardless of someone’s address, income level or insurance status. ■

Vision and Values

Being healthy should not be a privilege for a few, but a right for all

StayWell Health Center is committed to providing high quality health care and social services for individuals and families throughout their lives. We care for the whole person by providing and coordinating medical, dental, and behavioral health services.

So much has changed for StayWell over the past 50 years, such as locations, funding sources, services

provided, its role in the local healthcare infrastructure, size and impact, licensures and certifications, record systems, billing systems, evidence-based clinical approaches and more. Yet the core of our focus, its values and its ambitions have never waived. StayWell's vision for health and wellbeing for all is grounded in health equity, health promotion, disease prevention and community involvement. ■

Core Values

Highest Quality Employees

Fiscal Responsibility

Evidence Based Care

Equity

Services that are:

- Consumer Centered
- Community Based
- Culturally Responsive
- Accessible to all



Adult Medicine

Comprehensive and continuous throughout all stages of adulthood

In the early years, grassroots programs such as the mobile health van and door to door outreach provided important health screenings where patients lived. An EKG screening system, one of the most advanced in the country at the time, helped those residents who did not have any other healthcare provider.

Today, StayWell not only offers health screening,

but has evolved into a comprehensive, nationally certified patient-centered medical home for 12,392 adult patients. From an annual physical and the common cold to identifying and managing chronic diseases and cancer screenings, StayWell's staff is dedicated to reducing health disparities and improving wellness in the community. ■



“It is a privilege to participate in the lives of those who entrust us with their health, by offering them care, comfort, and support.”



Women's Health

Your priorities, your care

From opening day in 1972, StayWell recognized that women had unique health care needs during different stages in life. From the beginning, GYN, prenatal and postpartum care was provided in the designated model neighborhood. From 1975-2000, the mobile health van provided pregnancy testing and prenatal blood work. In the mid-80s, StayWell implemented the Healthy Start Program, aimed at reducing

preterm and low birth weight babies. While funding was discontinued, the outreach, engagement into care, enrollment in health coverage, health education, risk assessment and responsive care planning remain.

Today, bilingual certified nurse midwives provide over 5,000 visits annually. Patients can choose either local hospital for delivery, thanks to the collaborative relationships with two private OBGYN practices. ■





Dental

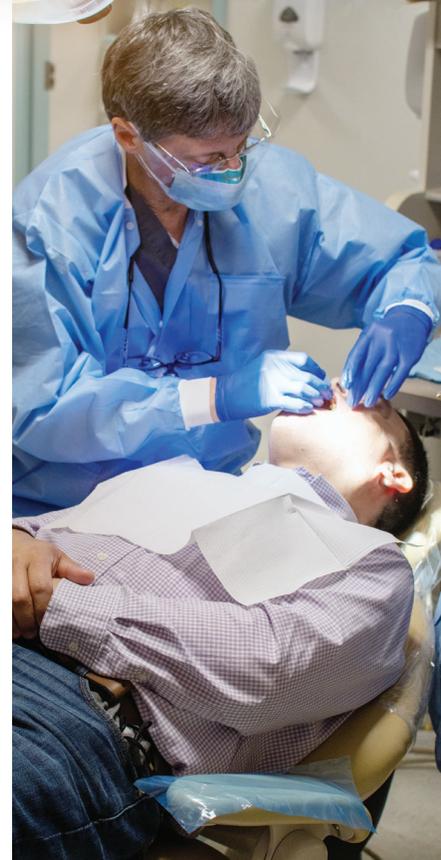
More important than just a pretty smile

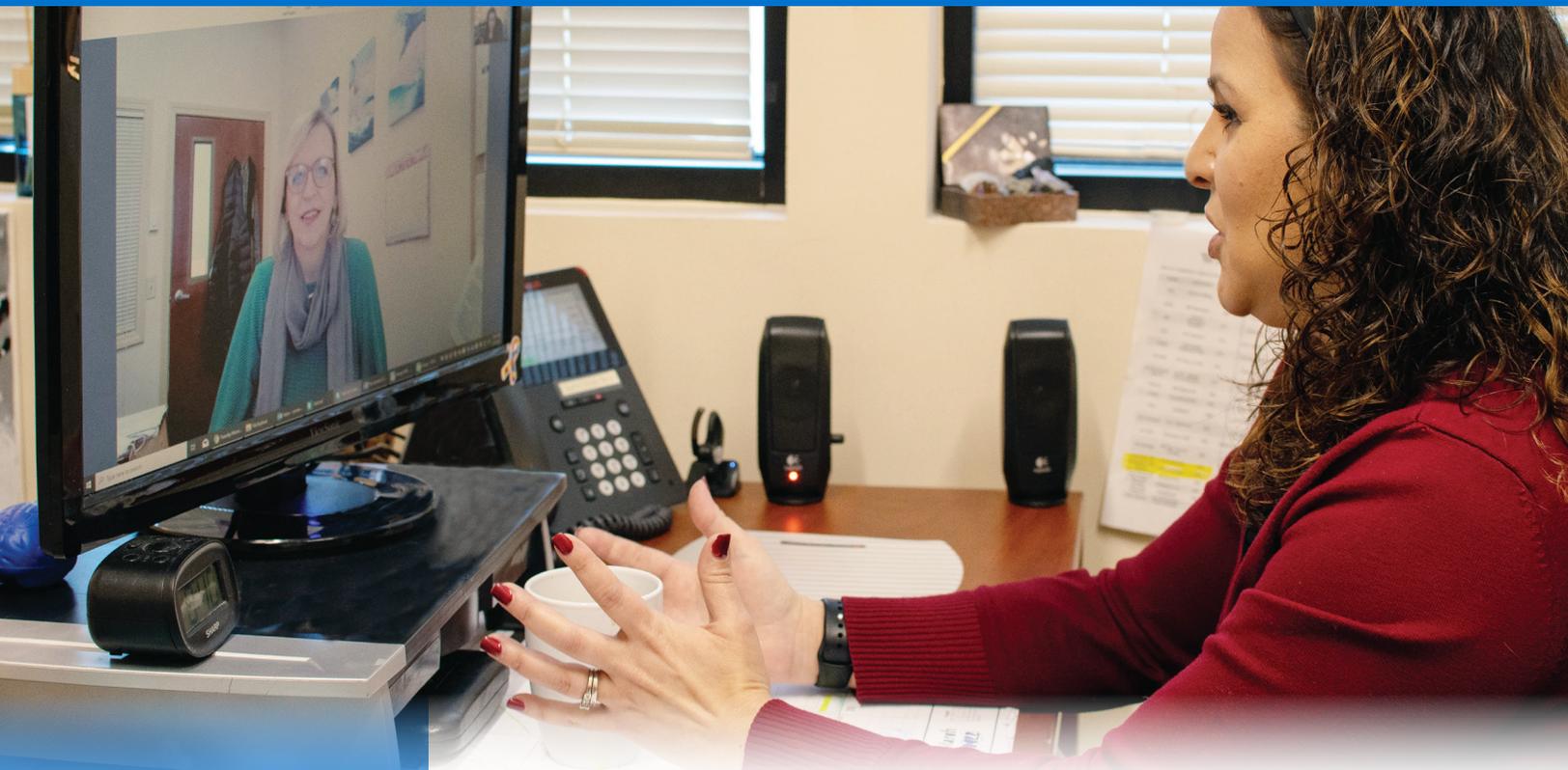
Since 1973, StayWell offered dental services, understanding that good oral health impacted overall health and wellness. For decades this was accomplished through a hygiene program on-site at the former Cherry Street location. In 1981, dental care expanded and mobilized to schools and summer camps.

In 2001, StayWell led the effort locally and statewide when it launched the Waterbury Oral Health Collaborative (WOHC) and opened a state-of-the-art dental center. Along with the

Connecticut Health Foundation, WOHC sought and achieved systemic changes to oral health for low income individuals in the state. In 2005, the Smile Builders program began providing prophylaxis and sealants at all Waterbury and Naugatuck public schools.

Recognizing the unique barriers to accessing oral health, StayWell continues to develop initiatives to ensure special populations receive the care they need including homeless, HIV+, school aged children, and pregnant women. ■





Behavioral Health

Working together to be your best self

Treatment Options

- Individual Therapy
- Group Therapy
- Intensive Outpatient Program
- Psychiatric Evaluation
- Medication Management

After only one year of operation, leaders knew that mental health services were needed.

They proceeded to provide 15 people with mental health care in Year 2. The program has changed tremendously, growing in size, focus and approaches. Universal standardized depression screening is now completed during adult physicals for patients over the age of 12. A multi-disciplinary team of 17 professionals is led by a board-certified psychiatrist, who oversees the clinical care provided to adults and children at seven licensed sites.

In 2014, the OASIS program was

started as a joint effort between StayWell and Wellmore to provide Medication Assisted Treatment (MAT) to individuals addicted to opioids and having difficulty stopping use. MAT is combined with clinical group interventions, community support, and aftercare to improve success rates. A co-located and team-based model, integrating behavioral and medical health has been adopted to improve outcomes for the OASIS patients. Recognizing people who suffer from mental health disorders often self-medicate with drugs and alcohol, StayWell received a Substance Abuse license in 2016 to offer a full complementary program. ■



Pediatrics

Care for infants, children & teens

Home visits, immunizations and screenings were included in the early services to children. StayWell collaborated with other health department programs such as Women's and Infant Care (WIC) to fill in community gaps.

Today, StayWell serves as a comprehensive medical home from birth to age 18, for 6,437 patients. Experienced and supportive

pediatric staff are always available, including on-call services, to partner with parents during all stages of a child's life. The needs vary with childhood stages, but can include breast feeding support, assessing physical, social and emotional developmental milestones, treating illness, responding to ongoing special healthcare needs, prevention education about substance use or sexual activity. ■

Pediatric Life Cycle Services



Infant



Toddler



Elementary School Age



Teenager



School Based Health Centers

Staying healthy while staying in school

School Based Health Centers (SBHCs) are state licensed outpatient facilities located in or on the grounds of schools. SBHCs assure that students have access to comprehensive health and preventative services needed to be healthy, in school, and ready to learn. SBHCs support the work of educators by improving the health and well-being of students by addressing the health issues that interfere with learning. Often times, SBHC staff secure basic needs resources for students to support their wellness and educational attainment.

Located in the heart of inner-city Waterbury, Driggs Elementary School was selected as the first SBHC in Waterbury. Whether at the center nestled behind the 100+ year old Driggs school in a modular building, in the basement of the Wilby/ N End Middle School campus or in the connecting hallway between Crosby and Wallace, enrolled students can access medical, dental and behavioral health services. StayWell has led the way in providing dental treatment at the three state of the art full service SBHCs. ■



“Our centers ease the stress and strain on working parents, by providing essential services to children in their school setting.”



Programs

Special populations need special care



Programs, past and present have been implemented to meet the needs of our diverse patients. Successful strategies have been incorporated into the fabric of the organization.

We strive to create an environment where the individuality of each person is valued, and everyone is treated with dignity and respect regardless of race, gender, age, ethnic background, ability, religion, culture, sexual orientation or insurance status. ■



HEALTHCARE FOR THE HOMELESS

Direct care and coordination provided at:

- Greater Waterbury Interfaith Ministries (GWIM)
- St. Vincent DePaul Mission of Waterbury Shelter
- Salvation Army Family Emergency Shelter
- Western CT Mental Health Network

LGBTQIA

- Queer Unity Support Team

YOUNG FAMILIES

- Early Prenatal Care Outreach
- Educational & Supportive Home Visitation from prenatal, infant - Age 5, Nurturing Families
- Medicaid enrollment screening and application assistance, Healthy Start
- Children and Youth with Special Health Care Needs

HIV

Prevention-Treatment-Support:

- Universal Testing
- Risk reduction and prevention
- Comprehensive, Coordinated Clinical Care
- Case Management
- Re-engagement into care
- HOPWA-Housing Opportunities for People with AIDS
- Support Groups
- Sterile Syringe Program
- PrEP

Community Involvement & Leadership

For the community, by the community, of the community

We have nurtured innumerable collaborative relationships with organizations, fostered partnerships and led various initiatives for the betterment of Greater Waterbury. StayWell additionally contributes to the community through Board of Director membership and initiative participation. Here are some examples of our community participation:

- School Readiness Council
- Bridge to Success Council
- Greater Waterbury

- Health Partnership
- Brass City Charter School Board
- Children's Community School Board
- Opioid Task Force
- School Based Health Center Association
- City of Waterbury Mayor's Emergency Management Task Force
- Community Health Center Association of CT Board of Directors
- Hispanic Coalition
- Waterbury Violence Prevention Task Force
- Maternal/Child Health Coalition

- Collaborate for Healthy Weight
- School Health and Wellness Advisory Council
- CT Medical Assistance Program Oversight Council, Consumer Access
- Teen Pregnancy Prevention Coalition
- Connecticut HIV Planning Council, Data, Quality Management and Assessment Committee Chair
- Partnership for Strong Communities, Reaching Home Steering Committee
- Evaluation Committee, Connecticut Cancer Partnership
- Waterbury Boys & Girls Club
- City of Waterbury Health Department Board of Directors
- DCF Regional Advisory Committee Member
- Queer Unity Empowerment Support Team Executive Committee
- Mission of Mercy Executive Committee
- Ryan White Planning Council
- Ten Year Plan to End Homelessness. ■



Quality Awards

It's not just what we do, but how well we do it

Seeing a healthcare provider is not enough. Our patients deserve to receive healthcare with evidence-based, proven outcomes. StayWell pledges to continue to deliver clinical excellence to improve the lives of our patients and build healthier communities. ■



American Heart Association:

- **Gold - 2021 & 2020:** Check. Change. Control. Cholesterol™ Recognition Program!
- **Gold - 2021 & 2020:** Target: Type 2 Diabetes. Recognition Program!



The Waterbury Observer Best Healthcare Facility:

2021, 2020, 2019, 2018, 2017, 2010, 2009, 2005, 2004, 1997, 1996

Best Dental Clinic: 2012

Top 100 United Way Contributors:

2019-2020, 2017-2018, 2016-2017, 2015-2016, 2013-2014, 2012-2013, 2011-2012, 2010-2011



NCQA: Patient-Centered Medical Home– Recognized practice

Waterbury Regional Chamber's Health Care Council's Organizational Excellence Award

- 2013 Recipient



2021 HRSA Award:

- Health Center Quality Leader, gold level (Top 10%) – Best over all clinical performance among all health centers
- Advancing HIT for Quality Award

2021 HRSA Recognition:

- Certified Patient Centered Medical Home

2020 HRSA Award:

- National Quality Leader– Behavioral Health – Top 1-2% of all Health Centers
- Health Center Quality Leader, gold level (Top 10%) – Best over all clinical performance among all health centers
- Advancing HIT for Quality Award

Funding & Impact

Growth to meet demand

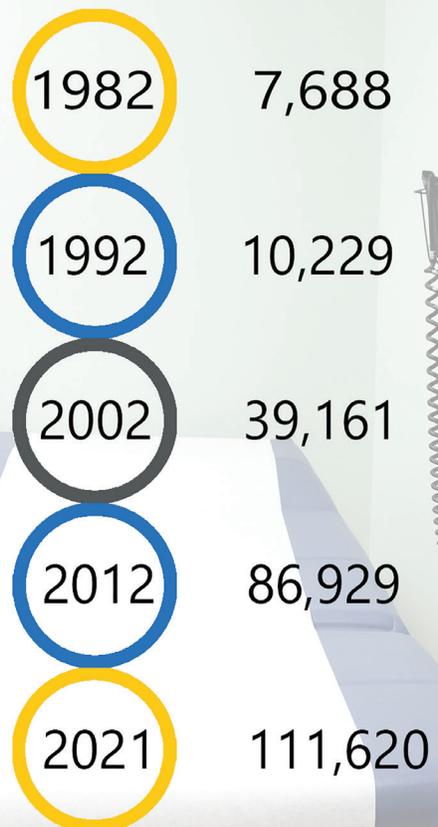
Since 2001, approximately 10% of StayWell's annual operating budget is from the Health Resources and Services Administration (HRSA) of Health and Human Services. StayWell bills Medicare, Medicaid and commercial plans for billable services. Insurance doesn't always cover the many expenses necessary to fulfill our mission.

We understand that it may not always be possible for our patients to be covered by health insurance, hence we take pride in offering a sliding fee scale for patients based on their income and never refuse care contingent on the ability to pay. Grants and private donations are relied upon to fill the gaps as our achievements would not be possible otherwise.

StayWell has steadily grown in patients served and visits completed annually. We accelerate our capacity to give families the care they need, where they need it most. For fifty years, families have trusted our providers to keep them healthy. Our history and mission exhibit our abiding commitment to our community. ■



Annual Visits



StayWell Health Center's Timeline

A look at our past to present



1972
StayWell opens under Waterbury Health Department @ 216 Cherry Street

1975
Mobile van put on the road



1994
StayWell separates from Waterbury Health Department, became a 501c-3 non-profit corporation, and began HIV care program

1995
Joined other health centers as a founding member to create Community Health Network, Inc. (CHN) a Medicaid Managed Care Organization for CT Medicaid

1980

1970

1983
Teen Pregnancy Prevention Program began

1990

1984
Healthy Start Program began

1989
Don Thompson becomes Executive Director



Many find doctor at Stay Well clinic

By FRANK JULIANO
The Stay Well Health Center at 232 North Elm St. is the "family physician" for many Waterbury families.
Assistant Administrator Karen Spargo said the center offers comprehensive physical examinations, electrocardiograms, testing for diabetes, tuberculosis, vision, hearing and venereal disease, dental checkups and hypertension screenings.

"We operate the same way as a family doctor," Ms. Spargo said, adding that medical appointments are not necessary but suggested. Dr. Charles Lanzieri is at the center from 9 a.m. until 12 p.m. Monday through Friday, and also from 1 to 3:30 p.m. on Fridays. Dental appointments are required. The dental hygiene is provided by a staff of dentists.

Health message brought to Hispanic community

By ROBYN ADAMS
Republican-American
Marciano Maldonado leaned against the railing at the River-Baldwin Recreation Center in Waterbury Thursday afternoon, smiling from ear to ear.
"Work, work, work," Maldonado said. Work has kept him fit and trim.

Virginia Watts-Pitts, an administrative counselor with the Data Business Skills Center, said knowledge can help reduce stress in people who lack a high school diploma.
"You must take a holistic approach to being healthy and that includes mind and body," Mrs. Watts-Pitts said.
People lined up at the city's health center to have their blood pressure checked.

Health center will begin blood pressure program

Sarah Cross, a licensed practical nurse on the Stay Well Health Center, will begin Wednesday on a year-long program of door-to-door screening for high blood pressure in the North End under a \$4,940 federal grant.
"We have a doctor and if so, whether they are following the prescribed treatment. People who can't afford a doctor will be encouraged to get treatment at the Stay Well Health Center."

he and a Spanish-speaking clerk as who is yet to be named, will aim to reach minority households, on the eve blacks are twice as likely as whites from high blood pressure, which is known as "the silent killer."
Mrs. Cross said the door-to-door screening is available for people who don't have access to weekly screenings on the premises of City Hall — or can't take the time to get to the health center. "Some people never get to the health center because they are encouraged by staff members to keep in contact with the health center."

Stay Well Center Meeting Its Goal

The Stay Well Health Center is meeting its goal of bringing medical services back to the alienated part of the city.

Health facilities work on expansion

By PETER COV
Under the eye of state-licensing regulations, the Stay Well Health Center and St. Mary's Hospital are working to avoid duplication — and gaps — in their complementary expansion of services for the poor.
The Stay Well Health Center is planning to begin next July and become a federally qualified health center. Administrators hope to expand into ophthalmology (eye disease), physical therapy, and counseling for substance abuse, family planning, and alcohol and drug abuse.
Part of that expansion would go to include the new practice from the former St. Mary's Hospital site.
In the discussion, because under a standing agreement to transfer neighbor across town, the Stay Well Health Center and St. Mary's Hospital are working to avoid duplication — and gaps — in their complementary expansion of services for the poor.
The plan of St. Mary's rest in the hands of the state Commission on Hospitals and Health Care, which might not approve the hospital's application for a 25 percent increase in its basic hospital rate.
Part of that expansion would go to include the new practice from the former St. Mary's Hospital site.

Health clinic gets an A

By B. JAY COOPER
The majority of patients at the Stay Well Health Center are black or Spanish-speaking which means the clinic is meeting its goal of bringing medical services back to the alienated part of the community, according to a report.
The report, prepared by Dr. Gert Wallach, health director, as part of an application seeking refunding for the center, says that from mid-September through November 500 persons used services at the center.
Dr. Wallach has requested continued funding of the center. Obviously it is much less expensive for government to treat patients who come to the center than to treat them in hospital beds.

Health Clinic A Success

2011

Modernization with new logo

2014

OASIS program launches to provide Medication-Assisted Treatment (MAT) to address opioid addiction

2015

St. Mary's transferred Pediatric Clinic

2016

Celebrated 10,000th prenatal patient provided care

2022

Over 11,000 doses of the Covid-19 vaccine administered

2000

2000

StayWell officially becomes a Federally Qualified Health Center

2001

Launched the Waterbury Oral Health Collaborative

2002

Waterbury Hospital transferred Family Care practice

2009

Implemented Electronic Health Records and solar panels installed at main site

2010

2020

2018

School Based Health Center opens at Wilby/ North End campus



Essential Team Members

Expertise and Dedication = Excellence

StayWell's diverse and motivated team of professionals are constantly seeking ways to enhance and improve the health and well-being of others. We owe a huge debt of gratitude to the dedicated, world class health care providers who are the foundation of our health center and who provide the highest quality care to every patient every day. The outcomes

achieved are only possible with all team members. For our 240+ staff members, the work is more than a job; it's being a part of a powerful movement.

Our mission is to provide patients with superior care delivered by staff dedicated to the principles of kindness, compassion, service, and excellence. All are treated with dignity and appreciated for their individuality. ■





StayWell Health Center

Growing a healthier community one person at a time.

Find The Services You Need

■ **Driggs SBHC**
77 Woodlawn Terrace
Waterbury. Opened 1999
Services: Pediatrics,
Dental, Behavioral Health

■ **Western Connecticut
Mental Health Network**
95 Thomaston Avenue
Waterbury. Opened 2005
Services: Adult Primary Care
for Special Populations

■ **St. Vincent
De Paul Mission
of Waterbury Shelter**
114 Benedict Street
Waterbury. Opened 2005
Services: Primary Care for
the Homeless

■ **1302 South Main Street**
Waterbury. Opened 2001
Services: Dental, Adult Primary
Care, Pediatrics

■ **80 Phoenix Avenue**
Waterbury. Opened 2006
Services: Adult Primary Care,
Pediatrics, Women's Health,
Dental, Infectious Disease
and Specialty Care,
Behavioral Health

■ **1309 South Main Street**
Waterbury. Opened 2011
Services: Behavioral Health

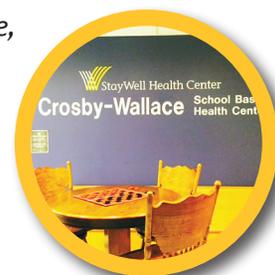
■ **402 East Main Street**
Waterbury. Opened 2014
Services: Medication Assisted
Treatment, Adult Medicine
and Dental Hygiene

■ **Crosby/Wallace SBHC**
3465 East Main Street
Waterbury. Opened 2014
Services: Pediatrics,
Dental, Behavioral Health

■ **1389 West Main Street**
Waterbury. Opened 2015
Services: Human Resources
and Development

■ **30 Church Street**
Naugatuck. Opened 2016
Services: Adult Primary Care,
Pediatrics, Dental,
Behavioral Health

■ **North End Middle/
Wilby SBHC**
460 Bucks Hill Road
Waterbury. Opened 2016
Services: Pediatrics,
Dental, Behavioral Health



Contact Us

Phone: 203-756-8021

www.staywellhealth.org

Email: staywellhr@staywellhealth.org

publicrelations@staywellhealth.org

