



FISCAL YEAR 2025
(JULY 1, 2024 - JUNE 30, 2025)

Community Impact Report



OUR MISSION

We, Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

OUR CORE VALUES

Reverence
Commitment to Those Experiencing Poverty
Safety
Justice
Stewardship
Integrity

OUR VISION

As a mission-driven innovative health organization, we will become the national leader in improving the health of our communities and each person we serve. We will be the most trusted health partner for life.



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OUR COMMITMENTS

Trinity Health remains steadfast in supporting the most vulnerable in the communities we serve by integrating clinical and social care and investing in initiatives that promote optimal health for all.

Fiscal Year 2025 was met with uncertainty and, at times, a sense of scarcity. Yet, our teams demonstrated remarkable resilience—adapting to evolving needs while remaining deeply committed to our Mission and Core Values, especially Stewardship, Justice and Commitment to those Experiencing Poverty.

Through our Community Health & Well-Being efforts, we expanded our Community Health Worker team to address patients' health-related social needs and advance the delivery of the National Diabetes Prevention Program. We advocated vigorously to preserve Medicaid and other social safety net

programs that ensure access to essential needs, such as healthcare, housing, food, education and income. Additionally, our Shareholder Advocacy Program continued to influence positive change within the corporate sector.

While resources across healthcare and other industries continue to retract, the needs of people experiencing poverty and other vulnerabilities persist – and so does our commitment. In FY25, Trinity Health invested \$2.9 billion in Community Impact, including \$1.4 billion in Community Benefit. Notably, our Financial Assistance Program assisted over 442,000 individuals, a 42% increase compared to FY24.

We are proud to present our Annual Community Impact Report, which reflects the compassion, breadth, depth and impact of our services across Trinity Health.



Michael Slubowski
President &
Chief Executive Officer



Daniel Roth, M.D.
Executive Vice President,
Chief Clinical & Community
Division Operations Officer



Jaime Dirksen
Vice President,
Community Health
& Well-Being

MESSAGE FROM THE REGIONAL DIRECTOR OF COMMUNITY HEALTH & WELL-BEING



Carolyn Alessi
Regional Director,
Community Health &
Well-Being

The healthcare landscape is changing rapidly, bringing rising costs, growing complexity, and increased frustration for the people we serve, especially as they continue to face significant barriers to care and as social service programs absorb the impact of federal funding cuts. These challenges reinforce what we know to be true: lasting health requires coordinated, person-centered models that integrate medical care with the social conditions that most deeply shape well-being.

This year, our Community Health and Well-Being team advanced this mission with determination, innovation, and measurable impact. Through our partnership with Trinity Health Medical Group, we expanded the clinical–social care integration model, embedding Community Health Workers into primary care practice care teams to strengthen patient engagement and improve outcomes. At the same time, our leadership in the Hartford, Waterbury, and Springfield markets through the Transforming Communities Initiative (TCI) a \$3.6 million investment over the past four years from Trinity Health and its local community hospitals, Saint Francis Hospital, Mercy Medical Center and Saint Mary’s Hospital of continued to drive policy, systems, and environmental change, most notably in housing access and food security, addressing root causes of inequity and strengthening neighborhood resilience.

Fiscal Year 2025 also brought meaningful wins that reflect the power of our collective efforts. Our Together for Wellness Hypertension Clinic at 95 Woodland Street secured a two-year, \$250,000 Cigna Foundation grant, affirming the value of bringing clinical care directly into the community. Our Food as Medicine collaboration demonstrated significant improvements in chronic disease management, including controlled blood pressure and reduced preventable emergency department use among high-risk patients. And our Joan C. Dauber Food Pantry was honored with the 2025 Healthcare Hero Award, recognizing its critical role in addressing hunger, diaper insecurity, and overall family stability.

Across our ministries, we remain steadfast in breaking down barriers, connecting families to essential resources, and creating the conditions for long-term stability. Yet persistent inequities remind us that our work must continue with urgency, compassion, and collaboration.

We invite our partners, supporters, and community leaders to deepen engagement through shared innovation, advocacy, and investment in community-based services. Together, we can strengthen systems, strengthen partnerships, and strengthen communities—ensuring that every person has the opportunity to achieve their fullest health and well-being.

Thank you for your continued commitment to this Mission and for being part of the impact reflected in these pages.

TRINITY HEALTH OF NEW ENGLAND'S REGIONAL EXECUTIVE LEADERSHIP TEAM

“Being part of a national health system gives us the scale and resources to move faster and go further for our communities. By leveraging system-wide investments, we are strengthening local programs and advancing solutions that improve health, equity, and well-being across our region.”



**Montez Carter,
PharmD, FACHE**
President & CEO
Trinity Health Of
New England

“By leveraging advanced technology and data-driven insights, we are better equipped to identify disparities, screen for social needs, and support our patients beyond the walls of the hospital. At the same time, these tools empower our clinical teams with the information they need to make better, more informed decisions—strengthening patient safety, improving quality, and advancing more equitable care for every community we serve.”



**Syed Ahmed
Hussain, MD**
Senior Vice President
and Chief Clinical Officer
Trinity Health Of
New England

TRINITY HEALTH OF NEW ENGLAND'S REGIONAL EXECUTIVE LEADERSHIP TEAM

"At Trinity Health Of New England, our commitment to community impact is grounded in our mission to serve with compassion and advance the well-being of the communities we are privileged to support. Through our community benefit initiatives, we work intentionally to expand access to care, address social drivers of health, and strengthen partnerships that reduce inequities across our region. As responsible stewards of our resources, we ensure that every investment, whether financial, clinical, or operational—delivers measurable value and supports sustainable, long-term impact. This disciplined approach allows us to honor our mission while maximizing the benefit we bring to the communities that depend on us."

"Saint Francis Hospital is committed to advancing equitable health outcomes in the communities we are privileged to serve. We have a strong focus on providing not just clinical medical care, but transformative, life-changing opportunities that address food insecurity, workforce development, housing, education and more. We are dedicated to living our Mission, serving those who need us most, providing a caring, skilled, collaborative approach to the individual needs of our patients and community, no matter the circumstance."



**Antonio (Tony)
Perugino**
Regional Chief
Financial Officer
Trinity Health Of
New England



**Valerie L.
Powell-Stafford,
MHSA, FACHE**
President, Hartford Market
Saint Francis Hospital,
Mount Sinai
Rehabilitation Hospital

TRINITY HEALTH OF NEW ENGLAND'S REGIONAL EXECUTIVE LEADERSHIP TEAM

"At Trinity Health Of New England, advancing the health of those we serve is central to our mission. We are committed to moving beyond episodic care by integrating prevention and public health principles into our care delivery models and community partnerships. This commitment is reflected in our ongoing efforts to address the social and environmental factors that influence health, expand access, and promote equity. By focusing on whole-person and community well-being, we are helping build healthier, more resilient communities for the long term—which I believe is both imperative and urgent."

"Serving as a compassionate and transforming presence within the communities we serve is a key part of our mission at Trinity Health Of New England and highlights our commitment to meeting the needs of our community inside and outside the walls of our hospitals. Like the Sisters who founded our ministry and continue to inspire our work, our focus is on engagement and collaboration with those we serve to strengthen the long-term health of our community."

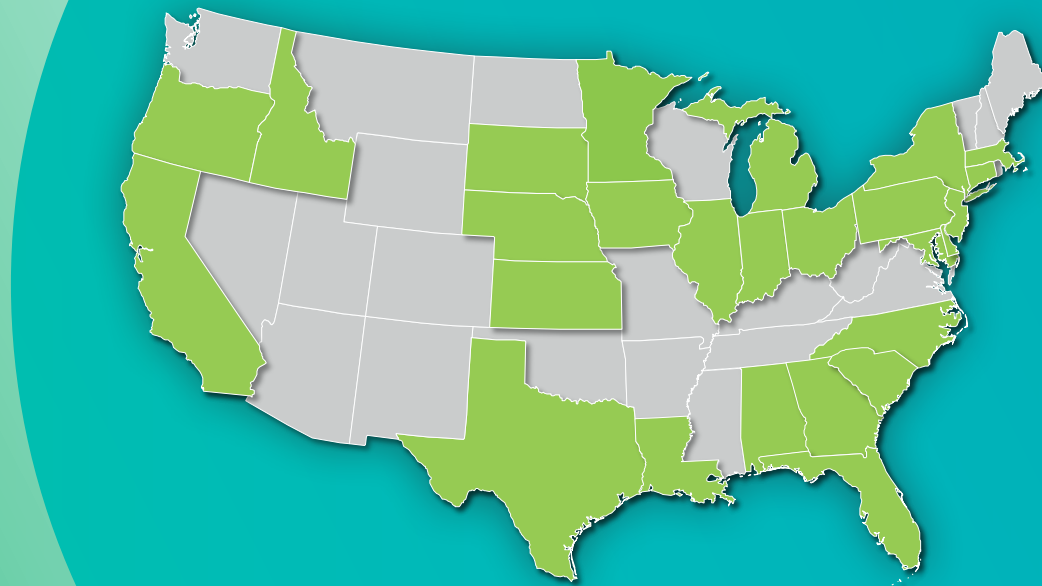


Robert Roose, MD
President of
Community Hospitals
Johnson Memorial,
Mercy Medical Center,
Saint Mary's Hospital



Daniel (Dan) F. Keenan, JD
Regional Vice President
Advocacy and
Government Relations
Trinity Health Of
New England

TRINITY HEALTH ONE OF THE LARGEST CATHOLIC HEALTH SYSTEMS IN THE NATION



25 States



1.1M Attributed Lives



\$2.9B in Community Impact**



162 Community Health Workers



92 Hospitals*



12 Clinically Integrated Networks



41 Safety Net Health Centers



12 Diabetes Prevention Programs

*Owned, managed or in JOAs or JVs. **including \$1.4B in IRS-defined Community Benefit

TRINITY HEALTH OF NEW ENGLAND AT A GLANCE

Trinity Health Of New England is a regional health system that serves about 3 million people across Connecticut and western Massachusetts. Care is provided through a network of hospitals, rehabilitation facilities, outpatient sites, and community-based programs. These include Saint Francis Hospital and Medical Center, Mount Sinai Rehabilitation Hospital, Johnson Memorial Hospital, Saint Mary's Hospital, and Mercy Medical Center.

Across the region, patients have access to a wide range of services, including emergency care, inpatient and outpatient treatment, specialty care, and rehabilitation. Major service areas include heart and vascular care, cancer treatment, orthopedics, neurology, women's health, and rehabilitation. This system-wide approach helps patients receive care that is coordinated and close to home.



In FY25, Trinity Health Of New England reported more than \$310 million in Community Impact. These investments supported direct patient care, workforce training, services for individuals experiencing financial hardship, and programs that address both medical needs and everyday challenges that affect health.

Trinity Health Of New England is part of Trinity Health, a national faith-based health system with hospitals across the country. This connection provides additional resources and shared support while keeping care focused on local communities.

Community partnerships are an important part of this work. Through the Community Health and Well-Being department, Trinity Health Of New England works with local organizations and service providers to address issues such as transportation, housing, food access, safety, and education. These partnerships help ensure patients receive support that goes beyond the hospital and into their daily lives. A full list of community partners appears at the end of this report.



CHNA and Implementation Strategy Update



To further our commitment to achieving equity, we engage authentically with community members, organizations, and leaders.

Every three years, Trinity Health Of New England conducts a Community Health Needs Assessment (CHNA) to identify community assets, needs, and the current state of health and social well-being. This process involves input from those who live in the community to identify and prioritize needs addressed in the three-year Implementation Strategy. The CHNA and Implementation Strategies foster collective action to equitably allocate resources from the hospital and other sources to address these needs in communities most impacted.

Trinity Health Of New England's Top Needs are:



Affordable, Stable, & High-Quality Housing



Access to Care



Transportation



Government or institutional responsiveness

Upstream Efforts: Transforming Communities Initiative

TRANSFORMING COMMUNITIES INITIATIVE

Launched in January 2022, the Transforming Communities Initiative (TCI) continues to strengthen partnerships between our hospitals, community-based organizations, and residents to advance health and racial equity. Through innovative funding and technical assistance, TCI supports strategies that address community-identified needs in areas experiencing high poverty and other vulnerabilities. This year, TCI investments have helped deepen collaboration, amplify resident voices, and drive sustainable solutions that improve health outcomes and create stronger, more equitable communities.

Hartford, Springfield, and Waterbury are three of nine communities receiving multi-year funding through Trinity Health's Transforming Communities Initiative (TCI). This hospital-community partnership brings together our ministry hospitals (Saint Francis/Mount Sinai, Saint Mary's, and Mercy Medical Center) with local organizations and residents to advance health and racial equity. Through innovative funding and technical assistance, TCI supports strategies designed by the community to address root causes of health disparities and create lasting change.



TRANSFORMING COMMUNITIES INITIATIVE—HARTFORD



Hartford’s Transforming Communities Initiative (TCI) convened by YWCA Hartford Region, advances community driven systems change to address root causes of health inequities identified through the Community Health Needs Assessment, including food insecurity, mental health, access to care, and the lack of intergenerational housing.

Through cross sector partnerships, TCI is shifting how food, housing, and care systems operate by embedding health into neighborhood based assets such as Healthy Bodegas, community health and mental wellness hubs, and a Healthy Living Residential Model. Together, these initiatives strengthen local infrastructure, improve access points, and align policies and practices to create more sustainable, equitable health outcomes for Hartford residents.

TRANSFORMING COMMUNITIES INITIATIVE—SPRINGFIELD



LiveWell Springfield Transforming Communities Initiative (TCI) convened by Public Health Institute of Western Massachusetts is a community led initiative advancing health and equity through resident driven housing advocacy. Guided by resident engagement and root cause analysis, housing was identified by the TCI Resident Advisory

Council as Springfield’s top priority. In its fourth year, LiveWell TCI Springfield has supported advocacy wins and initiatives that strengthen tenant protections through tenants right to counsel, improve housing quality and code enforcement, elevate renter and resident voices in local decision making, and advance community informed investment in affordable housing and pathways to homeownership. These efforts are helping translate community priorities into lasting policy and systems change.

TRANSFORMING COMMUNITIES INITIATIVE—WATERBURY



The Waterbury Transforming Communities Initiative (TCI) convened by Waterbury Bridge to Success, is advancing community driven systems change by aligning resident priorities with municipal and regional partners. Based on community input, TCI has organized its work through two focused action groups—Transportation and Housing—each addressing structural barriers to health and stability. In partnership with CT Transit and the City of Waterbury, the Transportation Group is advocating for expanded bus routes in the 06710-zip code to reduce travel times and improve access to healthcare, food resources, and housing services. Concurrently, the Housing Group is collaborating with city leadership to strengthen housing stability by improving enforcement of habitability standards, addressing absentee landlord practices, and developing a tiered eviction framework that provides protections for tenants facing temporary health or employment disruptions. Together, these efforts aim to create policy and infrastructure solutions that can serve as a replicable model for promoting housing stability and preventing homelessness across Connecticut.

Trinity Health Of New England Community Investing Program



33 Bethel Street • Built 1920
2, 2-Bed units, 4, 3-Bed units



34 Pliny Street • Built 1920
4, 2-Bed units, 2, 3-Bed units



243 Capen Street • Built 1915
6, 3-Bed units



Through a strategic partnership with LISC Connecticut, Trinity Health Of New England is supporting systems level solutions to homelessness by investing in permanent supportive housing. Using Trinity Health low interest loan funds, LISC Connecticut provided NeighborWorks Housing Services of New Britain (NHSNB) with a \$530,000 acquisition loan to enable the redevelopment of the former Kern Tool and Die facility into 24 units of supportive housing for formerly homeless adults. The project aligns housing development with coordinated care and access systems: supportive services will be provided by the Friendship Service Center (FSC), with units filled through the Central Coordinated Access Network via the 2 1 1 system. Together, these partners are strengthening the regional homelessness response system by integrating housing, supportive services, and coordinated entry to promote long term stability and reduce chronic homelessness.

For more than two decades, Trinity Health Of New England has utilized a portion of its investable assets to make low-interest loans to community-based organizations and projects that create key community resources such as housing, food access, facility space, education seats, and more. Altogether, Trinity Health Of New England's Community Investing Program portfolio includes \$6.9 million in deployed loans supporting six community investment partners, which together operate 10 loans and projects across Trinity Health Of New England's regional footprint.

Trinity Health Of New England has monitored the impact of this lending for the last four years through an annual census of its community investment partners. The FY25 census found that cumulative investments made by these partners between 2018 and April 2025 totaled \$12.9 million, surpassing this level for the first time since the census was first launched in FY22.

Between 2018 and April 2025, Trinity Health deployed \$6.9 million in loans across six community partners. These partners, in turn, invested a total of \$12.9 million into the communities we serve—resulting in approximately \$1.87 of total community investment for every dollar that Trinity Health invested (or roughly \$0.87 in additional capital leveraged per Trinity Health dollar).

Collectively, these investments contributed to the creation of 194 units of affordable housing and approximately 20,000 square feet of community facility space. While these figures capture tangible outcomes tied to completed projects, the broader programmatic and social impact is likely higher, as complete outcome data was not available for all loans included in this analysis.



Community Impact



Our Community Impact includes both our investments in serving patients experiencing poverty and investing in our communities that have been, and continue to be, disinvested.

Trinity Health Of New England knows that health doesn't start or end in a doctor's office. People cannot be healthy if they don't feel safe in their neighborhoods, if they struggle to afford food or housing, or if opportunities for education and care are out of reach. Until those basics are in place, true health improvement, whether for one person or an entire community, just isn't possible.

That's why our work goes beyond clinical care. We focus on connecting medical care with the real-life needs people face every day. By investing in the social factors that shape health, we aim to remove barriers that keep individuals and families from doing well. This approach reflects how our communities actually live, not how systems are traditionally designed.

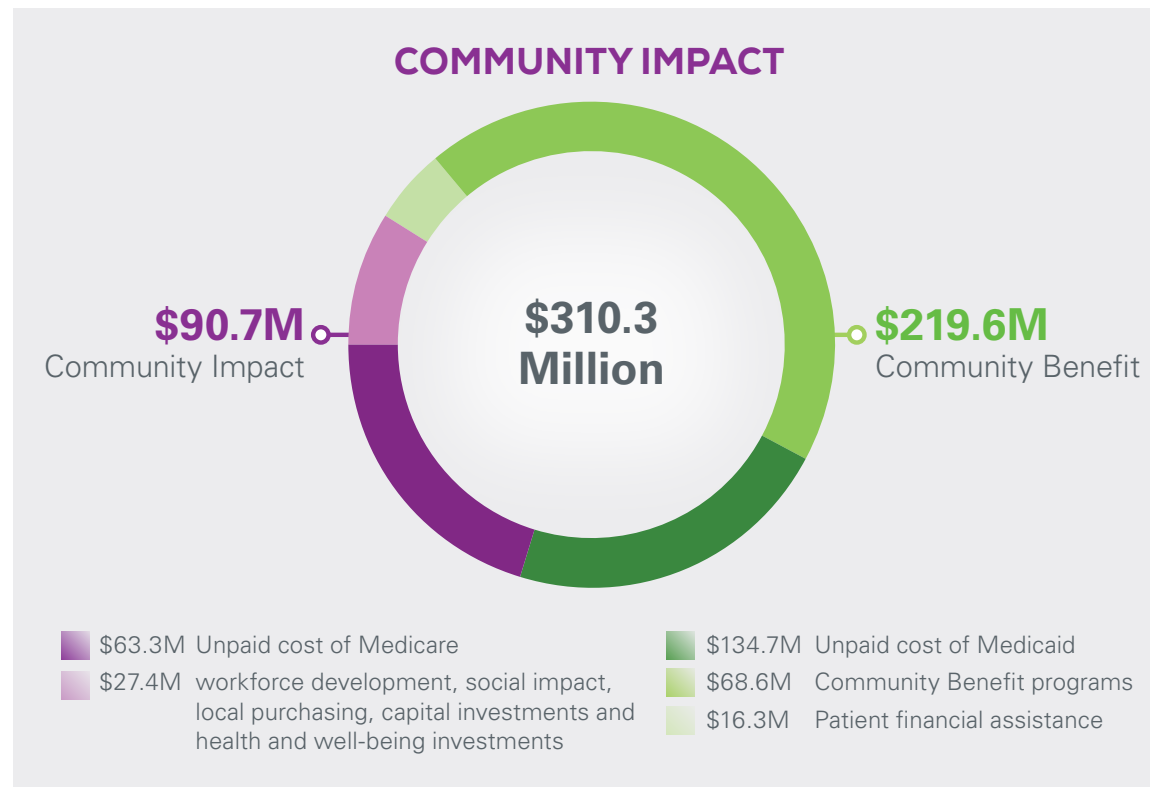
Our goal is health equity. We are intentional about looking at who is being served, who is being left out, and where gaps exist. By applying a health equity lens to our decisions and initiatives, we work to promote fairness, improve outcomes, and support healing for all, especially those who have historically faced the greatest challenges to good health.

Our Community Impact is more than Community Benefit

Trinity Health Of New England is committed to ensuring we consistently report all the IRS-defined community benefit across our system, as well as our total Community Impact to fully demonstrate the services and supports we provide in our communities.

Our Community Impact demonstrates the commitments we are making in the communities we serve—focusing on impacting people experiencing poverty and other vulnerabilities—through our financial investments.

Trinity Health Of New England invested \$310.3M in Total Community Impact:*



*Community Benefit data per audited Financial Statements





PATIENT FINANCIAL ASSISTANCE

Our Financial Assistance program supports patients with incomes up to 200% (full assistance) to 400% (partial assistance) of the Federal Poverty Level to receive both routine and emergency care.

In FY25, Trinity Health provided:

 **\$310 million** in financial assistance at cost

 **Over 442,000** patients benefited

 **35.5%** supported access to emergency care

Patients can sign-up for Financial Assistance in MyChart. [Scan here >](#)





Integrating Clinical & Social Care

Trinity Health Of New England goes beyond our hospital walls to serve our communities and our patients, especially to optimize health for people experiencing poverty and other vulnerabilities. Everyone deserves to live a healthy life.



Social needs screening

Each year we ask our patients about their health-related social needs. Questions include things that make it hard to be healthy like problems with work, housing, food, safety, and transportation. This information helps us:

- Understand our patients' needs and their barriers to care
- Connect patients with helpful resources and services specific to their needs

Last year, more than **89,000 patients across our entire region were screened** for social needs across both inpatient and outpatient settings, including primary and acute care. This reach was further expanded through patients' increased ability to self-screen via our digital platform, MyChart, which helped remove barriers and capture needs that may not surface during traditional encounters.

Of those screened, 36% identified at least one social need. The most commonly identified needs included:



Food Access



Financial
Insecurity



Transportation

Community Health Workers (CHWs)

TRINITY HEALTH OF NEW ENGLAND'S COMMITMENT TO COMMUNITY HEALTH WORKERS

Trinity Health Of New England is deeply committed to integrating Community Health Workers (CHWs) across its system as a cornerstone of patient- and community-centered care. CHWs are frontline public health professionals who are trusted members of, or have a unique understanding of, the communities they serve. By pairing their lived experience and community relationships with robust professional training, CHWs deliver interventions that are culturally responsive, equity-driven, and tailored to individual patient needs.

Within Trinity Health Of New England, CHWs play a vital role in bridging clinical care and everyday life. They engage and outreach to patients, conduct comprehensive assessments, connect individuals to essential resources, and help them navigate health and social service systems. CHWs support patients in setting goals, building problem-solving skills, and managing chronic conditions through ongoing education, coaching, advocacy, and accompaniment.

In practice, this may include helping a patient schedule or reconnect with their primary care provider, assisting with a Medicaid application, explaining basic insurance benefits, or empowering someone to ask clarifying questions about their medications or care plan. These seemingly small but meaningful interventions strengthen patient engagement, improve health outcomes, and advance the system's commitment to health equity and whole-person care.



In FY25, Trinity Health's **162 CHWs successfully addressed over 16,300 social needs.** One social need (such as addressing housing or food needs) can often take months, or even a year to resolve.

Community Health Worker Spotlight

GILLIAN WALCOTT—HARTFORD



“If you really want to receive joy and happiness, then serve others with all your heart. Lift their burden, and your own burden will be lighter.” When I first heard these words by Ezra Taft Benson, I did not fully realize that my desire to see others thrive was a form of service. To me, stepping up when someone is in need is simply natural—an inborn instinct. I view everyone as a version of myself; helping them is as intuitive as helping me.

As a Community Health Worker, I have learned that being effective requires more than just connecting people to resources. It requires an "otherworldly" level of empathy—understanding the "why" behind their situation and planting seeds of wisdom so they can find a sustainable path forward.

I first realized the weight of this impact a decade ago, shortly after being hired as CHW for the WISEWOMAN program at St. Francis Hospital. I received a surprising call from the American Cancer Society in California. A woman was in their office asking for me by name, knowing only my first name and my hospital. It turns out she had overheard the many supportive conversations I had had with her cousin, who was homeless and couch-surfing at the time. She told me that every time her cousin hung up the phone with me, she cried tears of joy because I listened without judgment.

Despite being thousands of miles away, this woman was convinced I was the only one who could help her. I explained my role and offered her six months of health coaching and screening services, never imagining she would take it literally. Months later, she arrived at our front desk in Hartford, Connecticut. She had hitchhiked all the way from Los Angeles just to meet me. Even though I had advised against such a journey, she told me she had to come because she knew I would help her—and I did.

Today, as I transition that same heart-led approach to patients struggling with uncontrolled hypertension here at the Together for Wellness Hypertension Support Program, I carry that lesson with me: true healing starts with being the person who listens. I see patients leave this office, telling me that they feel lighter when they leave; that they can smile again. The path to empowerment is now set. Let us get you on your way to feeling whole. Oh, and about those pills and missed appointments...

It takes a team, a village, and I am glad to be one small part of it all. Empowerment it's a good thing!"

Community Health Worker Spotlight

MONROE HALL—WATERBURY



“Hello. My name is Monroe Hall and I am a Community Health Worker with Trinity Health Of New England. I have been with Trinity Health for 3 ½ years. It is with great humility that I serve the Waterbury CT Community with social impact services.

Currently, I provide social integrated care services for pediatric and adult primary care clinics in our Waterbury market. This includes social needs screenings and resource navigation to actively enrolled patients and their families. I help bridge the gap between primary and specialty care providers. I meet patients where they are at, with dignity and

respect.

I also provide hypertension management services to our African American adult population, with uncontrolled hypertension. I work collaboratively with our primary care clinics, along with Community Health and Well Being leadership, to identify and service patients with evidenced based interventions and services. Many of our hypertension patients are within the stage 2 and hypertensive emergency levels, which makes my role on the care team helpful.

My other roles include hospital and community outreach events. Most recently, I participated in a Read Across America event in Waterbury. I was a pleasure to see our children so enthusiastic and inquisitive about reading!”

COMMUNITY RESOURCE DIRECTORY

The Community Resource Directory helps people find free or low-cost resources in their community. In fiscal year 2025, the Community Resource Directory yielded over 5,800 searches, with over 900 referrals made and over 100 organizations engaged.

Visit the Community Resource Directory at www.communityresources.trinity-health.org.

An advertisement for the Community Resource Directory. It features a photograph of a woman and a young girl smiling together. Below the photo, there are two columns of text: 'Need a little help? Find community resources quickly and easily' and '¿Necesita Ayuda? Encuentre recursos comunitarios de manera rápida y fácil'. A QR code is centered below the text, with 'SCAN HERE' on the left and 'ESCANEAR AQUI' on the right. At the bottom, the website address 'communityresources.trinity-health.org' is displayed.

Need a little help?
Find community resources quickly and easily

¿Necesita Ayuda?
Encuentre recursos comunitarios de manera rápida y fácil

SCAN HERE >



< ESCANEAR AQUI

communityresources.trinity-health.org

Mercy Medical's Healthcare for the Homeless (HCH) and Street Medicine Program

Access to care should never depend on having a home. Rooted in the mission and values of the Sisters of Providence—and inspired by the pioneering work of longtime leader Julie Krane, whose vision expanded the reach and compassion of this ministry the Mercy Healthcare for the Homeless (HCH) Program has, for more than four decades, worked to break down barriers and bring essential health services directly to individuals experiencing homelessness across Western Massachusetts.

Founded on the sisters' enduring commitment to reveal God's healing love by improving the health of our communities, the program continues to honor this legacy by meeting people where they are: in shelters, soup kitchens, job placement sites, and transitional housing programs. Through this ministry of presence, our team provides primary care, education, and support using a nursing model that emphasizes assessment, intervention, referrals, and consistent follow-up.

The interdisciplinary HCH team includes Registered Nurses, Nurse Practitioners, Medical Director, community health workers, social work and psychiatrists providing primary care and wrap around services for patients at the Friends of the Homeless Shelter and Salvation Army. Mercy Medical Center remains the backbone of this work, providing laboratory, imaging, and inpatient services. HCH nurse practitioners hold staff privileges at Mercy, ensuring seamless coordination of care and smooth transitions across clinical settings, while the Emergency Department offers essential backup coverage when needed.



To reach those most disconnected from traditional systems, the Street Outreach team, launched in 1998 under leadership that continued Julie Krane's commitment to "go where the need is greatest," extends care far beyond clinic walls. Visiting bus terminals, encampments, and other gathering places, the team engages individuals who may be living with mental illness, struggling with addiction, or who have never accessed health or social services before. This proactive, relationship-centered approach ensures that even the most marginalized members of our community receive compassionate care, dignity, and a pathway toward stability.

In 2025, Healthcare for the Homeless and Street Outreach continue to innovate by combining clinical expertise with social support, building trust through human connection, and upholding the Mercy and Sisters of Providence legacy of service. Grounded in a tradition of healing and justice and carrying forward Julie Krane's enduring impact, the programs remain dedicated to creating pathways to health for those who need it most.

Hospital-based Violence Intervention Program

Saint Francis Hospital's Hospital Violence Intervention Program (HVIP) supports patients impacted by violence by addressing the underlying social, emotional, and structural factors that contribute to injury and instability both within the hospital and long after discharge. Since its launch in 2004, HVIP has grown into a coordinated, patient-centered model that engages individuals at a pivotal moment in their care and provides sustained support on their path toward healing, safety, and stability.

At the center of the program is a dedicated HVIP Specialist, a certified Community Health Worker embedded within the Emergency Department. This role bridges gaps between patients, families, and clinical teams, offering trauma-informed and culturally responsive support when individuals are at their most vulnerable. In 2025, HVIP responded to 426 victims of gun violence, providing bedside engagement and connecting patients to critical resources including safe housing, employment opportunities, mental health services, and ongoing emotional support.

The power of HVIP is often best illustrated through individual stories. One patient, who survived a life-threatening assault while living out of their car, partnered closely with



the HVIP team to secure stable housing, obtain employment, and ultimately build long-term independence. Stories like this underscore HVIP's commitment to walking with patients beyond the hospital walls and helping interrupt cycles of violence across the community.

HVIP's impact is strengthened through deep community partnerships that wrap support around survivors and their families:

- COMPASS Youth Collaborative engages youth affected by violence through its Transitional Employment Program, offering job-readiness training and hands-on experience at the Joan C. Dauber Food Pantry, creating real pathways into workforce participation.
- Hartford Communities That Care provides culturally responsive crisis intervention and mental health support for survivors and their loved ones.

- Mothers United Against Violence offers advocacy, healing spaces, and community based support for families coping with trauma.
- The UConn Residency Program at Family Medicine at Asylum Hill delivers home based primary and wound care for individuals needing in home services.

Today, HVIP continues to evolve as a recognized best-practice model that connects emergency medical care with sustained, long-term community support. By partnering across systems, responding with compassion, and staying closely engaged with patients, HVIP bridges the gap between immediate treatment and lasting stability, helping survivors reclaim safety, resilience, and hope.

Together for Wellness Hypertension Clinic: Food as Medicine Program

The Together for Wellness program at Saint Francis Hospital offers an up to six-month, comprehensive approach to improving health through evidence-based health strategies, such as training patients in self-monitoring, nutrition and medication adherence. It is designed for patients identified by their providers as those with significant social needs or those at high risk of hypertension-related complications.

The program offers a menu of options that research suggests will help patients better manage hypertension:

- A produce centric food pharmacy
- Tailored nutrition education programming
- Health coaching by certified health coaches and health coaching trainees from the University of Saint Joseph
- Highly trained Community Health Workers (CHWs) who specialize in hypertension and social needs support
- Teaching kitchen with hands-on culinary skills training
- Medication adherence strategies that respect cultural beliefs
- Training in accurately self-monitoring their blood pressure and sharing that data with their medical team
- Connection to the Joan C. Dauber Food Pantry for food assistance when needed
- Improving care coordination and access to wellness services through community partners such as the YMCA Hartford Region, The Hartford Health Initiative, the University of Saint Joseph's and funded by the Connecticut Health Foundation, Cigna Health Equity, Covery's Foundation and EPIC

This year, the program is housed in a newly updated, community- and patient-friendly space designed to foster collaboration, education, and training. The environment encourages interactive learning and personalized coaching, creating a welcoming atmosphere where patients can gain confidence and practical skills to manage their health.

Together for Wellness is more than a program. It's a partnership between clinical care and community resources, empowering patients through education, hands-on experience, and supportive relationships that lead to health improvements that last a lifetime.



The Greater Hartford Family Advocacy Center (GHFAC)

The Greater Hartford Family Advocacy Center (GHFAC) continues to serve as a vital resource for children, adults, and families impacted by sexual abuse, domestic violence, human trafficking, and other forms of interpersonal violence. Grounded in trauma-informed care, cultural responsiveness, and cross-sector collaboration, GHFAC ensures survivors receive coordinated services that promote safety, healing, and justice.

In the past year, GHFAC provided comprehensive support to an estimated 300 individuals and families, reflecting the community's growing need for specialized trauma services. Through its integrated model—combining forensic assessment, mental health treatment, and advocacy—GHFAC reduces retraumatization and strengthens communication between healthcare systems, law enforcement, and community partners.

A key component of this work includes Forensic Experiential Trauma Interviews (FETIs) for adult victims of crime. In partnership with law enforcement, the Center completed 30 FETI interviews, helping survivors share their experiences in a manner that aligns with how the brain recalls traumatic events. This approach not only improves the accuracy and clarity of information but also enhances survivor engagement and trust. The GHFAC team ensures every interview is conducted with dignity, choice, and respect—critical elements in supporting victims of sexual assault, physical assault, and domestic or community violence.

GHFAC's Behavioral and Mental Health Services remain central to its mission. Licensed clinicians provided trauma-informed therapy using evidence-based modalities such as EMDR, TF-CBT, CPT, CBT, Brainspotting, and play therapy. These interventions were tailored to meet the cultural, linguistic, and developmental needs of survivors and their families. By offering both individual and family counseling, the Center helps clients build coping skills, process trauma safely, and establish long-term pathways to emotional stability.

The Family & Victim Advocacy Program ensured survivors received continuous, wraparound support beyond clinical care. Advocates assisted clients with safety planning, navigating court processes, accessing restraining or protective orders, securing housing and financial resources, and connecting to community services. This holistic support model addresses not only the immediate emotional and physical needs of victims but also the social determinants that impact long-term recovery.

GHFAC's impact is amplified through strong community partnerships. Collaboration with the Regionalized Human Trafficking Recovery Task Force (RHTRT) and the Sexual Assault Response Team (SART) enhances coordinated responses to crisis situations and ensures survivors receive timely access to specialized services. Additionally, the Center's internship partnership with the University of Connecticut Health Disparities Institute strengthens the regional behavioral health workforce while expanding access to trauma-focused care for underserved communities.

Collectively, these efforts have helped survivors stabilize their lives, access critical resources, and begin the process of healing. GHFAC's integrated, trauma-responsive model continues to reduce systemic barriers, enhance collaboration across partner organizations, and ensure that victims and their families receive the comprehensive care they need and deserve.

Joan C. Dauber Food Pantry

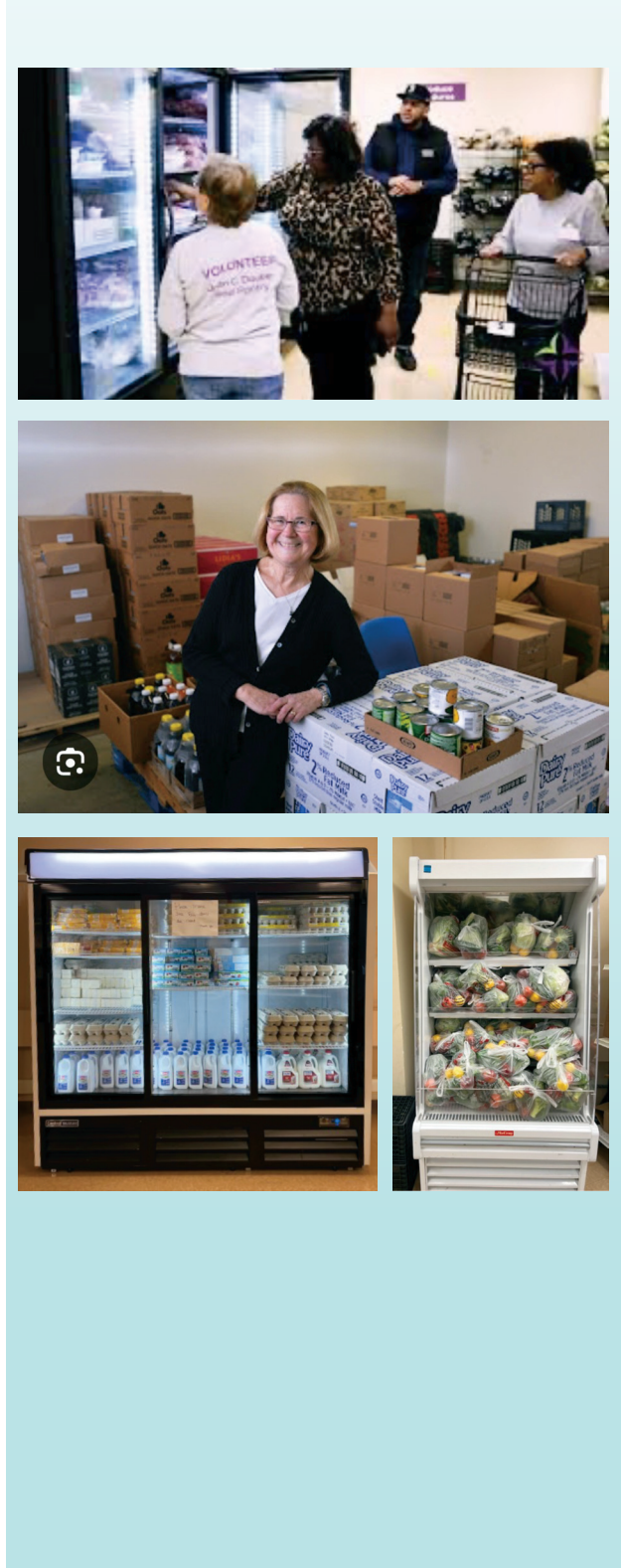
For nearly five decades, the Joan C. Dauber Food Pantry at Saint Francis has remained a vital resource for families across Hartford and Tolland Counties. Founded in 1976 by the late Joan C. Dauber, whose recent passing in 2025 is felt deeply by all who continue her work, the pantry stands as a reflection of her belief that dignity, compassion, and access to basic needs are essential to overall health and well-being. Her vision lives on every day through the volunteers, donors, and families who continue to shape and benefit from the pantry she created.

In the past year alone, the Joan C. Dauber Food Pantry provided essential resources to 17,409 households, representing 35,136 individuals. Entirely volunteer-operated and coordinated by the Community Health and Well-Being Department, the pantry is sustained through community donations, grants, and employee-driven initiatives such as diaper and household-item drives, efforts that embody the spirit Joan championed.

Families rely on the pantry not only for nutritious groceries but also for diapers, infant supplies, household essentials, and culturally appropriate food selections. Programs like Diaper Day and participation in the Emergency Food Assistance Program (TEFAP) ensure consistent access to items

often unavailable through traditional assistance programs. Each visit also serves as a connection point to case management, social services, and community resources, strengthening stability and trust between the hospital and the community it serves.

As food insecurity continues to impact thousands across the region, the pantry remains adaptable, community-driven, and unwavering in its mission. The ongoing impact measured not just in meals distributed but in hope restored and burdens eased is a powerful continuation of Joan Dauber's legacy. Her commitment to meeting people with kindness and ensuring no family goes without, remains at the heart of the pantry's work and future.



Injury Prevention & Safety Measures

Trinity Health Of New England's Safety and Trauma Team delivers life-saving injury-prevention education across the region, equipping community members with the skills and confidence to respond in moments that matter. Over the past year, the team led nearly 50 training sessions, reaching almost 1,000 individuals with essential safety instructions. From STOP THE BLEED® trainings that empower bystanders to control life-threatening bleeding, to Let's Not Meet By Accident programs promoting safe-driving awareness among youth, each session strengthens community readiness and reduces preventable injuries.

Beyond structured training events, the team is committed to meeting people where they are. Safety education is delivered in high schools, senior centers, recreation programs, summer camps, and community gathering spaces, ensuring that prevention tools are accessible to learners of all ages. Partnerships with schools such as Avon, Conard, Classical Magnet, Sports & Medical Sciences Academy, and Nathan Hale-Ray—along with outreach efforts at senior centers and youth programs throughout the Hartford region—reflect the increasing demand for hands-on, practical safety training.

By bringing injury-prevention education directly into the environments where people learn, work, and connect, the Safety and Trauma Team ensures these critical skills reach every corner of the community. These efforts not only prevent harm but also foster a culture of preparedness, resilience, and shared responsibility for one another's safety.



Behavioral Health Across the Region

Behavioral health services within Trinity Health Of New England (THONE) emergency departments and inpatient psychiatric units play a vital role in meeting the mental health and substance use needs of communities across Connecticut and Western Massachusetts.

Individuals experiencing psychiatric conditions or substance use disorders rely on our skilled and compassionate clinicians to provide comprehensive assessments, coordinate timely services, and support access to treatment, symptom relief, and renewed hope.

Our multidisciplinary teams—trained in psychiatry, social work, and addiction medicine—care for patients across the full developmental continuum, including children and adolescents, adults, and older adults.

By meeting individuals where they are and collaborating closely with our Community Health & Well-Being colleagues, we evaluate and address the social drivers of health that influence recovery, including family systems, available resources, and areas of unmet need.

Guided by a whole-person approach, THONE Behavioral Health teams deliver crisis, substance use, and psychiatric assessments in secure, respectful, and dignified environments, offering compassionate interventions during times of heightened vulnerability for patients and their loved ones.



An example of partnership with Recovery Support Specialists

Johnson Memorial Hospital is advancing behavioral health care through an innovative and compassionate partnership with Community Health Resources (CHR). This collaborative model embeds Recovery Support Specialists (RSS)—trained professionals with lived experience of mental health or substance-use challenges—directly into the Emergency Department (ED). Their presence bridges a critical gap in the care continuum by ensuring that individuals in crisis receive immediate emotional support and a clear, personalized pathway toward recovery.

Recovery Support Specialists meet patients at their most vulnerable moments. Through compassionate listening, de-escalation, and non-judgmental communication, they help patients feel heard and understood. Specialists then work alongside clinical teams to assist with safety planning, goal setting, and advocacy, creating meaningful connections to treatment providers, outpatient programs, and community resources. This peer-based approach not only stabilizes patients during crisis but increases the likelihood that they will continue engaging in care after discharge.

Since launching last October, the program has already served over 170 patients, demonstrating strong early results. Notably, 64% of participants engaged in treatment or community support within 30 days, a powerful indicator of improved continuity of care and reduced barriers to accessing behavioral health services. These outcomes underscore the effectiveness of integrating peers with lived experience into the ED

setting—providing a level of empathy and understanding that traditional care models often struggle to deliver.

Supported by Johnson Memorial Hospital's dedicated ED staff and CHR's extensive behavioral health expertise, the partnership has quickly become a model for system-wide improvement. Johnson's success is now informing similar initiatives at other hospitals, helping to spread best practices and strengthen behavioral health access across the region. The program reflects Johnson's commitment to delivering person-centered, recovery-oriented care while building a stronger, more connected community.

By bringing lived experience and professional support together at the point of crisis, Johnson Memorial Hospital is transforming the way behavioral health care is delivered—ensuring that every patient leaves with hope, a plan, and a partner in their recovery journey.



Orange Bracelet Program is Strengthening Postpartum Safety Across Trinity Health Of New England

The Orange Bracelet Program, first launched at Saint Mary's Hospital and now expanded region-wide across Trinity Health Of New England (THONE), is transforming the way care teams support patients during the most vulnerable phase of postpartum recovery. Rooted in evidence-informed maternal health practices, the program uses a simple but powerful tool, a bright orange bracelet, to ensure new parents receive timely, coordinated, and compassionate follow-up care after leaving the hospital.

The bracelet serves as a visual reminder to both patients and clinical teams that postpartum recovery requires sustained attention. At discharge, it signals the need for prioritized follow-up calls, early intervention when concerns arise, and consistent connection to supportive services. This clear, patient-centered cue helps strengthen communication, reduce gaps in care, and ensure that no warning signs are overlooked during the critical first weeks after childbirth.

Since its launch, the program has distributed nearly 300 bracelets, reaching 77% of eligible postpartum patients. The impact has been immediate and measurable:

- 30-day hospital readmissions decreased from 3.0% to 1.6%, demonstrating improved continuity of care, earlier engagement with outpatient and community supports, and better clinical outcomes for parents navigating the early postpartum period.

THONE's regional embrace of the program reflects a shared commitment to reducing maternal morbidity, enhancing patient safety, and delivering consistent standards of care across all hospitals. Care teams from nursing and obstetrics to primary care and community health have integrated the Orange Bracelet Program into their workflows, ensuring that postpartum parents are supported not only medically but emotionally and socially.

As the program continues to expand across Trinity Health Of New England, it strengthens our system-wide dedication to safer recoveries, stronger connections, and healthier starts for every child and family we serve. The Orange Bracelet Program exemplifies THONE's mission to meet patients with compassion, prioritize preventive care, and lead with innovation in maternal and family health.



Rx Assistance Program: Ensuring Access, Reducing Barriers

Trinity Health Of New England's Pharmacy Assistance initiatives ensure that medications remain accessible and affordable for every patient—regardless of financial circumstances. Through a coordinated system of supports, patients receive the prescriptions and vaccines they need to maintain their health, manage chronic conditions, and recover after hospitalization.

The Pharmacy Assistance Program is powered by three essential resources: Saint Francis Rx1, Saint Francis Rx2, and our longstanding partnership with Malta House Charity Care. Each program plays a unique role, but together they share one mission: to ensure that cost is never the reason a patient goes without life-sustaining medication.

Over the past year, these three programs collectively made a measurable and meaningful impact:

- **142** patients received assistance affording their prescriptions
- **764** prescriptions were filled, including free medications for Malta House patients
- **\$10,395.61** in direct medication assistance was provided, easing financial strain for individuals and families
- **30** flu vaccinations were delivered at no cost to Malta House patients, supporting preventive care

These services support patients at critical moments whether they are managing chronic illnesses like diabetes and hypertension, recovering after an acute episode of care, or navigating complex social or financial challenges. By reducing financial stress, Pharmacy Assistance removes barriers that often lead to delayed care, unfilled prescriptions, and preventable complications.

This work reflects Trinity Health Of New England's unwavering commitment to health equity and compassionate care. By ensuring patients can access the medications and vaccines they need, we promote stability, improve outcomes, and strengthen the well-being of individuals and families across our communities.



Hair Care For All: Trinity Health Expands Self-Care Offerings for Patients

As part of our ongoing commitment to care for the whole person—body, mind, and spirit—Trinity Health is expanding our selection of personal care products available to patients while in our care. This effort is designed to better support the hair care needs of all individuals, including patients with curly or textured hair.

Trinity Health is integrating a line of high-grade, allergen-free, hypoallergenic, and naturally derived hair care products into our whole-person care model. The expanded hair care offerings reflect our understanding that each patient's needs are unique, and all patients deserve to feel cared for, seen, and comfortable during their healing journey. In FY25, this effort was piloted at select hospitals and is now available across the Trinity Health system.

"We believe healing is more than clinical treatment. It includes recognizing and respecting the personal care routines that help patients feel more like themselves, while in our care," said Dameka Miller, vice president of supplier relationship management, Trinity Health. "This expansion underscores our thoughtful planning and commitment to exceptional care for our patients and our communities."

The newly available Curl Basics™ products include shampoo, conditioner, and a leave-in moisturizer formulated by Original Moxie, all of which meet our rigorous standards for safety and quality. This initiative is part of Trinity Health's ongoing focus to continuously enhance the patient experience, ensuring comfort, dignity, and personal wellbeing remain central to every aspect of care.



**"First time since I've been here
my hair feels like my hair."**

Black Men In White Coats Youth Summit

Trinity Health Of New England's Saint Mary's Hospital (Waterbury, CT) proudly hosted the second annual Black Men in White Coats (BMWC) Youth Summit. This powerful and inspiring event brought together more than 1,300 students, parents and guardians, educators, healthcare professionals, and community partners.

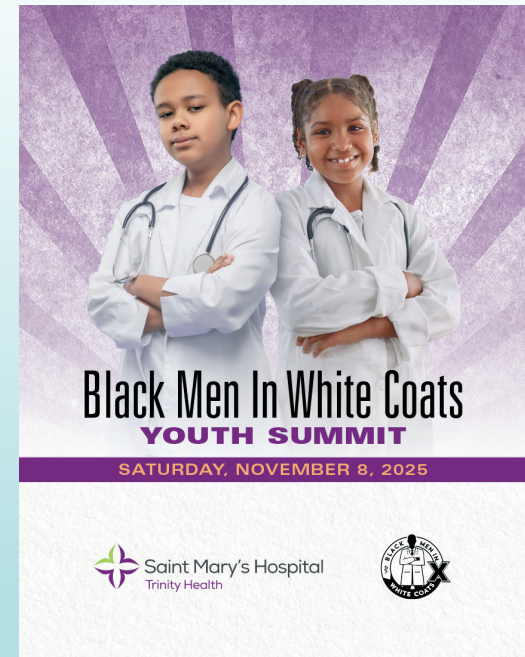
Held in partnership with the national BMWC organization, the summit is part of a movement to increase representation in medicine by fostering early exposure, mentorship, and leadership development among historically marginalized youth. Recognizing that early and consistent exposure is critical to positive outcomes; participants ranged from third grade through post-baccalaureate levels.

Throughout the day, students engaged in hands-on workshops, including suturing techniques, CPR, and ultrasound demonstrations. Parents and guardians attended sessions focused on supporting their stu-

dents' medical aspirations, from navigating residency to maintaining mental wellness to dealing with academic setbacks.

Keynote speaker Dr. Linda Barry delivered an inspiring message on the importance of building networks and perseverance in medicine. Additional panelists and speakers shared personal experiences, offering encouragement and practical advice to future healthcare leaders.

Together we are shaping a future with representation in medicine thrives, and every student can achieve their dreams.



Trinity Health Of New England Regional Community Partners

HARTFORD MARKET

United Way of Central and Northeastern Connecticut
North Hartford Triple Aim Collaborative (NHTAC)
City of Hartford Health and Human Services
YWCA Hartford Region
Archdiocese of Hartford
Regionalized Human Trafficking Recovery TaskForce (RHTRT)
Sexual Assault Response Team (SART)
UConn Health Disparities Clinical Summer Research Fellowship Program
University of Saint Joseph
Philips Health Ministry
Compass Youth Collaborative
Hartford Communities That Care
Mother's United Against Violence
Hartford Public Schools
Keney Park Sustainability Plan
Hartford Health Initiative

WATERBURY MARKET

City of Waterbury Department of Public Health
United Way of Greater Waterbury
Waterbury Bridge to Success
Community Mental Health Associates
RIBA/Aspira
Nest Collaborative
Stay Well Health Center
Connecticut Community Foundation
Chesprocott Health District
Community Solutions, Inc.
Dillinger Research and Applied Data

SPRINGFIELD MARKET

City of Springfield Department of Public Health
Neighbor 2 Neighbor
New North Citizens' Council
Partnership In Practice
Pioneer Valley Planning Commission
Springfield No One Leaves
Square One
Way Finders
Community Catalyst
Arise for Social Justice
Public Health Institute of Western Massachusetts
Springfield Food Policy
Open Pantry

STAFFORD SPRINGS MARKET

The United way of Central and Northeastern Connecticut
Stafford Childhood Collaborative
Town of Stafford Social Services
Stafford Family Resource Center
Safenet Food Pantry
Stafford (and Regional) Rotary Club
Enfield Fish and Loaves

Support your local Community Health & Well-Being fund

Not all communities have equal opportunities to be healthy. That's where Trinity Health Of New England steps in and steps up. We do what is necessary to promote good health for everyone.

Community Health & Well-Being teams listen, partner, and make it easy to identify and meet patients' health-related social needs, and collaborates with local organizations to address community needs and demonstrate community impact.

When you donate to the Community Health & Well-Being Fund, you are directly supporting services to patients experiencing poverty and other vulnerabilities and investments in communities to improve community conditions such as access to healthy, affordable food and housing as well as improved access and coordination of care.



**TO MAKE A
DONATION,
SCAN THE
QR CODE OR
CALL 860-714-4900.**



FISCAL YEAR 2025
**Community Health
& Well-Being
Impact Report**

