



## April is National Minority Health Month

April is [National Minority Health Month](#), a time to raise awareness about health disparities that continue to affect racial and ethnic minority populations. This year's theme is **#vaccineready**. COVID-19 vaccination is an important tool to help us get back together with our families, communities, schools, and workplaces by preventing the spread of COVID-19 and bringing an end to the pandemic.



**#VaccineReady** | **April 2021**

## Addressing Racial Inequity



### Update from Kim Beaugard, President & CEO

InterCommunity's REEI committee has completed the first assessment phase of our important work. Building off the feedback we received from employee surveys, the REEI task forces developed an extensive inventory of recommended actions and changes to make our organization more racially equitable and inclusive.

On March 22<sup>nd</sup> the co-chairs presented the REEI committee's final recommendations and, with many thanks, the REEI committee said goodbye to our initial REEI consultants, Rosario & Associates. Work focusing on Culture, Strategic Alignment, Education, Recruiting, and Training (including on-boarding and Career Development) will continue as we move to the implementation phase with a different consulting group.

The REEI committee has modeled some of the vulnerability and empathy that we want to extend to our full organization, and we will be doing this as we continue on our journey.

# InterCommunity Health Care's Behavioral Health Home Achieves 99% Rating in Audit

InterCommunity Health Care's behavioral health home recently scored a 99% rating, the best in the state, in an audit conducted by DMHAS and Beacon Health Options. Care coordination is at the core of the behavioral health home model, which focuses on the integration of primary care, mental health services, and social services and supports for adults and children diagnosed with mental illness.

Colleen Mastroianni and Ryan MacDonough explain more about the behavioral health home model below:

## Spotlight on Staff: Colleen Mastroianni and Ryan MacDonough

"The behavioral health home provides comprehensive case management under the umbrella of community support services," explains Colleen Mastroianni, Manager of InterCommunity's Behavioral Health Home and Community Foundations. "We offer patient and family support, referrals to community services, health promotion, and transitional support when clients are entering or leaving higher levels of care, to make sure they have everything they need."



A nurse and six care coordinators provide an hour per month of care coordination to nearly 500 clients. Each care coordinator has a caseload of approximately 75 individuals.

"DMHAS identifies clients eligible for behavioral health home services, and we reach out to them and explain how our services can benefit them. We educate people about routine and preventative care and managing chronic illnesses, with the intent to improve their quality of life and to ensure they have an integrated treatment plan," she states.

Other goals include improved health outcomes, better quality of treatment, and improved cost effectiveness through reduction in the use of hospitals, emergency departments, and other costly inpatient care.



"The behavioral health home is a national model and at InterCommunity, it crosses multiple programs, including Assertive Community Treatment (ACT), the Community Support Program (CSP), and Community Foundations," states Ryan MacDonough, Director of Community Support Services. "The audit that was just completed reviews two different fidelities to the model: documentation and client contact."

Ryan and Colleen state that the program presents a culture shift for clients.

"Sometimes people are afraid or think it's intrusive," Colleen states. "If they refuse to participate, we'll try reaching out again later on. We'll collaborate with other providers and coordinate with them or with primary care, and that can help people

get engaged.”

“We teach people they don’t have to call for an ambulance for routine care, or go to the emergency room when they could go to an urgent care center,” adds Ryan. “We look at all aspects of the client’s care.”

To qualify for BHH services, clients must be on Medicaid, have a diagnosis of a serious and persistent mental illness, and have a certain level of Medicaid spend in a calendar year.

## Spotlight on the Board of Directors



Nadia Marston works for CVS Health as an EFLP Manager in the Experienced Finance Leadership Program (EFLP). Prior to CVS Health, Nadia was an Associate on the Private Equity Debt Financing team at Northern Trust, where she managed an \$800M Private Equity Subscription Finance Portfolio for leading investment firms.



Mildred P. Gomez works for the Hospital of Central Connecticut as an Employee Relations Consultant for the Central Region. She has 7 years of Human Resources experience and 20 years of experience working in nonprofit organizations.

“I have a great passion to help our community connect with services,” she states.

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TRAVELERS CHAMPIONSHIP

InterCommunity Health Care is partnering with the Travelers Championship and a unique fundraising program, Birdies for Charity, and we need your help!

The Birdies for Charity program provides nonprofit organizations in Connecticut the opportunity to raise funds by collecting donations. **We will receive a 15% bonus on top of all donations** thanks to Webster Bank's support of the Bonus Bucks Pool.

Please [join us](#) in this exciting fundraising initiative! For 2021, our goal is to raise \$10,000. These funds will help underserved people who have faced many challenges during the pandemic to receive primary care, mental health care, and addiction recovery services for optimum health and recovery.

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