



### WHO WE ARE:

Generations Family Health Center, Inc. is a private, not-for-profit, regional Federally Qualified Health Center (FQHC) that has been serving eastern Connecticut since 1984.

FQHCs are community-based health care organizations that receive federal funding to provide comprehensive, culturally competent, high-quality primary care services in underserved areas. FQHCs must meet a stringent set of requirements including providing care on a sliding fee scale based on ability to pay.

- Our mission is to provide quality, compassionate and professional health care that is affordable, easily accessible and without discrimination to all members of the communities served.
- We employ over 200 people.
- We have been accredited by the Joint Commission since 1998.

### WHAT WE DO:

We provide a full continuum of healthcare: medical, dental, and behavioral health services, as well as care coordination and other support services. Specialty care offered includes Chiropractic Care and Infectious Disease Care.

### WHO WE SERVE:

- In 2022, Generations provided 85,598 visits to 18,269 individual patients.
- Generations target patient population are the impoverished, under and uninsured. On average, approximately 54% of patients are living at/below the federal poverty level (FPL) and 75% are considered "Low-income" (<200 %FPL).

### OUR AGENCY:

- Our operating budget is \$28 million, and the majority of agency funding comes from patient revenue.
- We take most insurances, and our average payor mix is Medicaid- 52%, Medicare-10%, Private Insurance -25%, and Uninsured -9%.
- Specific grants support work with the following populations: homeless, HIV-positive, migrant farmworkers, families of special needs children, and those eligible for Medicaid and ACA plans.

### OUR LOCATIONS:

- We have service locations in Putnam, Danielson, Willimantic and Norwich, and a School Based Health Center in Putnam. In addition, we provide services at a variety of community sites such as schools, soup kitchens, senior centers and farms. We recently received funding approval for a new state-of-the-art mobile unit as well as funding for mobile unit operations.
- Our service area includes 49 towns in three eastern Connecticut counties, covering 1,700 square miles.
- Our Eastern CT service area is largely rural, and our target population primarily includes the economically & socially disadvantaged, including elderly, low-income children/families, and migrant/seasonal workers.
- In 2010, Generations embarked upon an expansive capital building and development program. This culminated in two new state-of-the-art health centers constructed in Willimantic and Putnam, the expansion and renovation of our Danielson site along with renovations to our Norwich site.

### WHAT MAKES GENERATIONS DIFFERENT FROM A PRIVATE PRACTICE:

In addition to high quality medical, dental and behavioral clinical care, patients receive the following services at Generations:

- Access to bilingual care and services
- Assistance with accessing transportation resources and prescriptions
- Coordination of care and referrals
- Eligibility screening and application assistance for State aid and other resources
- Linkages to community resources.
- Sliding fee scale
- No one turned away based on inability to pay



### Connect With Us:

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