



COMPASSIONATE HEALTH CENTER

ANNUAL REPORT 2021

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ADAPATABILITY DURING THE PANDEMIC

Learning to deal with a new normal.

2020 – a year that we will never forget! As we reflect on the year, the key word that comes to mind is **adaptability**. The pandemic affected the clinic just the same as it affected nearly every other business, especially healthcare. We had to learn to adapt to all the changes and challenges that came our way. The clinic remained open during the entire time but nothing was normal about the day to day operations.

The year started with 200 patients and we were very busy. Then, Covid-19 changed everything. As the country went into a lockdown, we had to decide how to continue to provide for our patients who were afraid of the virus and yet still dealing with other life-threatening illnesses.

We quickly adapted to a telehealth

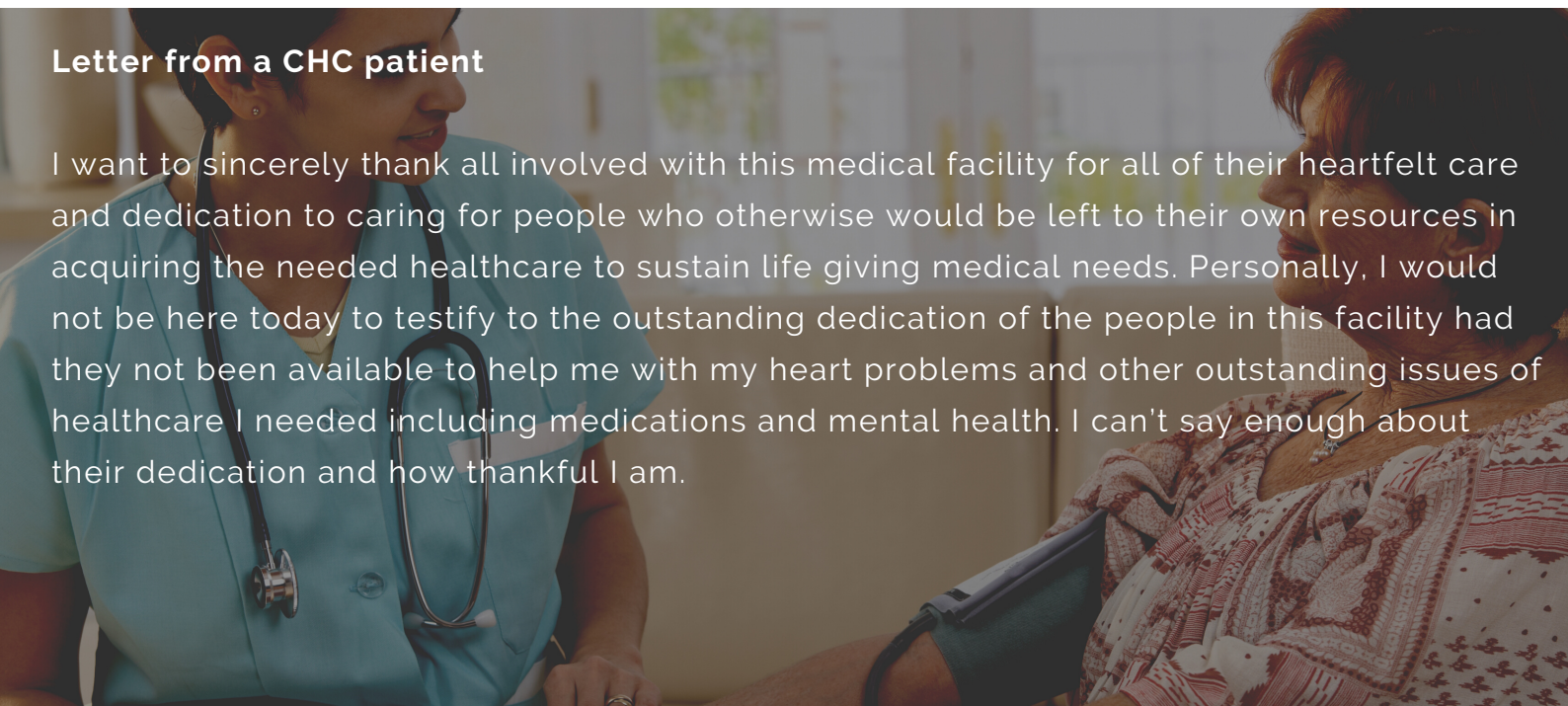
model and restricted physical access to the clinic. We constantly monitored the CDC guidelines which seemed to change weekly. We also had to deal with the hospital shutting down all but emergent testing. Even if deemed urgent, many patients were fearful to go to the hospital.

In May 2020, we started seeing patients back in the clinic while continuing to restrict access. It would be months before we would ease the restrictions after staff and volunteers were vaccinated. We continue to require masks for unvaccinated patients and all patients are screened for possible Covid exposure and symptoms.

Staff and volunteers were amazing under such difficult circumstances allowing us to continue our mission.

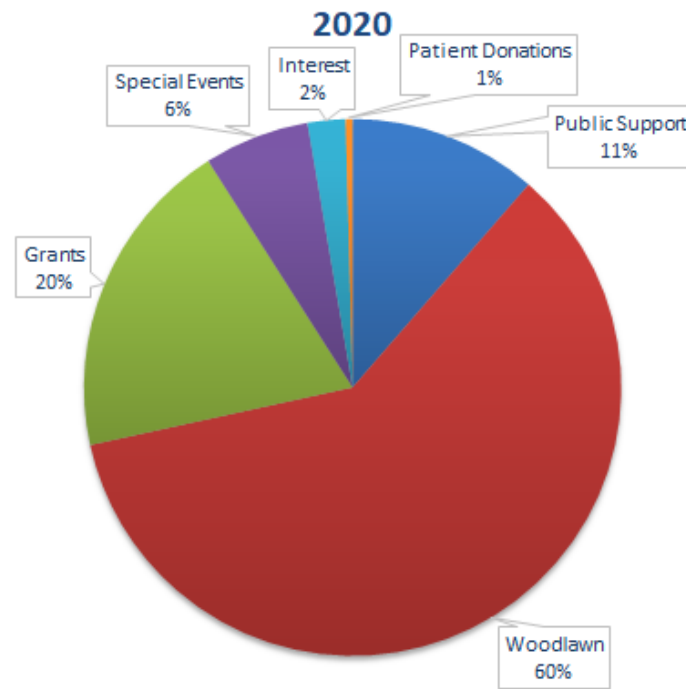
Letter from a CHC patient

I want to sincerely thank all involved with this medical facility for all of their heartfelt care and dedication to caring for people who otherwise would be left to their own resources in acquiring the needed healthcare to sustain life giving medical needs. Personally, I would not be here today to testify to the outstanding dedication of the people in this facility had they not been available to help me with my heart problems and other outstanding issues of healthcare I needed including medications and mental health. I can't say enough about their dedication and how thankful I am.

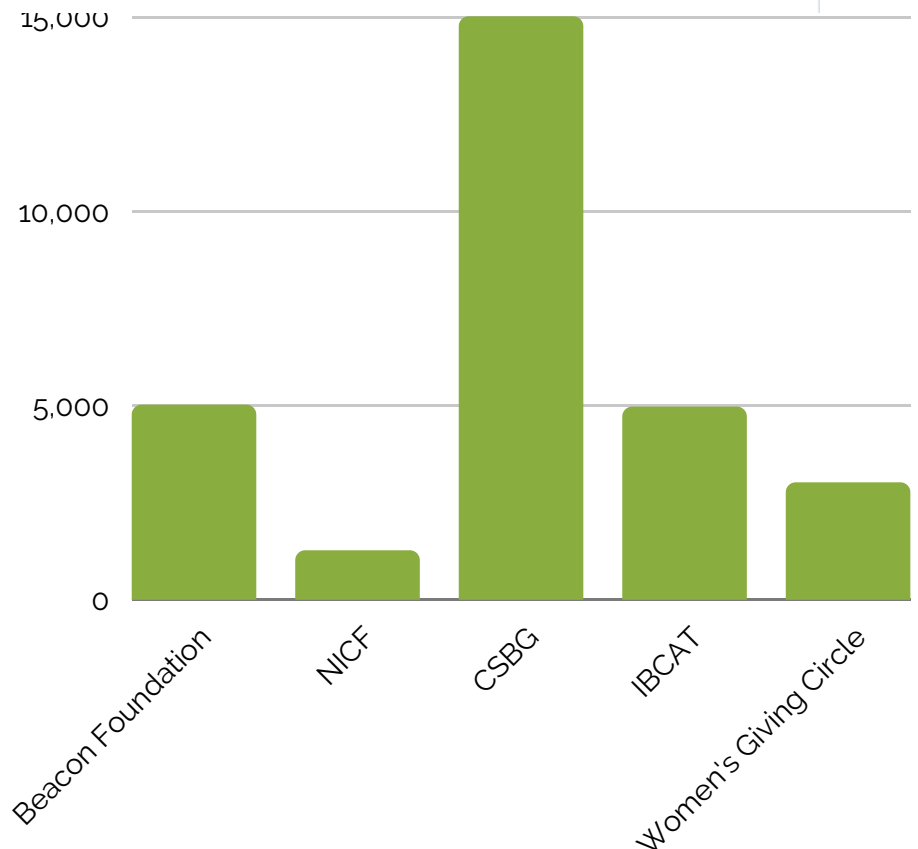


FUNDING WAS A CHALLENGE

The pandemic forced the cancellation of our major fundraiser, the annual golf outing. We quickly transitioned to a virtual event with moderate success. We were able to obtain several grants and we received a PPP loan of \$20,000 which was completely forgiven. The stimulus checks prompted some to look for worthy causes and we benefited from some generous donors. Woodlawn Hospital continues to support more than half of our total funding and we are very grateful.



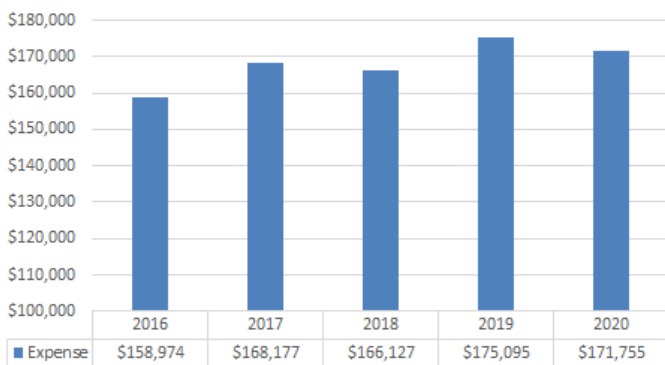
Grants made up 20% of our funding. We received our annual REAL Services CSBG grant which supports our dental program. We provided 18 patients with more than \$20,000 of dental services. Our annual IBCAT grant provided 27 patients with mammograms, some requiring extensive follow up. The NICF grant covered the expense for the purchase and installation of new phones. The Beacon Foundation grant and the Women's Giving Circle grant were unanticipated income which was very helpful and greatly appreciated.



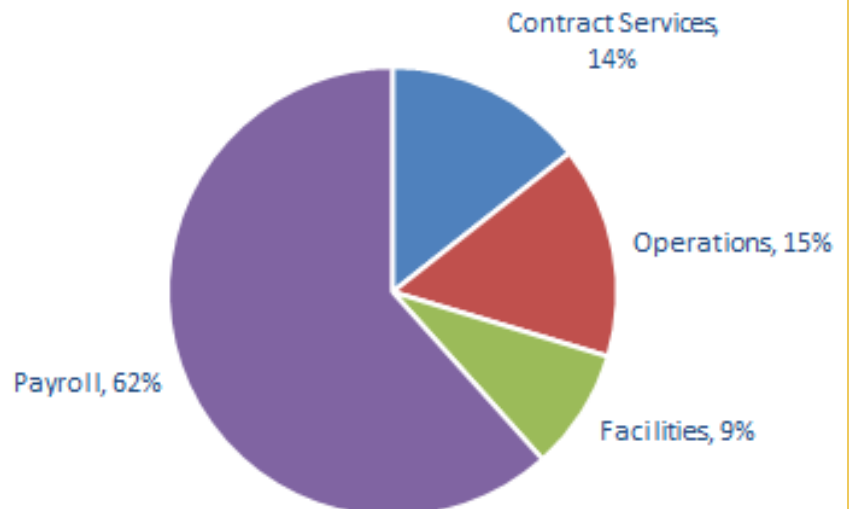
EXPENSES REMAINED CONSTANT

Our expenses have remained constant for the last five years with the distribution fairly consistent. Payroll continues to be more than 50% of our total expenses. The clinic employs three part-time staff consisting of the Executive Director, Office Manager and the Nurse Practitioner. The clinic is staffed four days per week with patients seen by appointment on Tuesdays and Thursdays. Our mental health counselor sees patients on Tuesdays. Evening hours are covered by a volunteer Nurse Practitioner one evening per month. The staffing is completed with clerical and nursing volunteers.

Annual Expenses



2020 Expenses

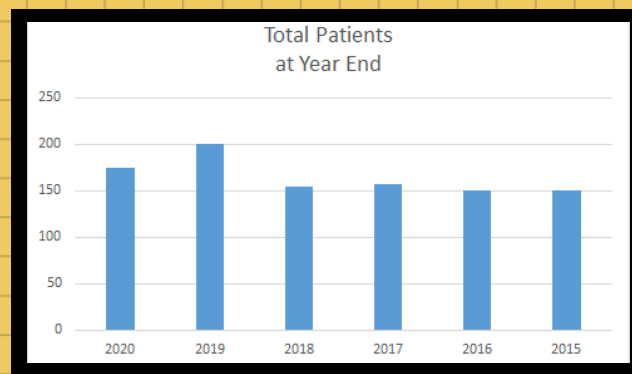


Projected income for 2021 is budgeted at \$122,200 which is lower than our average and projected expenses at \$171,000 which is consistent with the last five years.



BY THE NUMBERS

For 2020



175

Number of patients



43%



57%

Caucasian - 65%
Hispanic - 34%

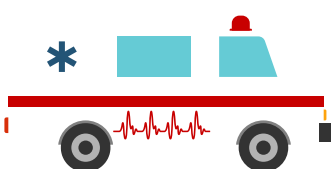
Rochester - 55%
Akron - 27%
Kewanna - 6%

Employed - 59%
Unemployed - 36%



780

Number of visits



45

Number of ED visits

94

Avoided ED visits



1647

Volunteer hours



11

Years of Service to Fulton County

>16,000

Total Patients Served

OUR PERFORMANCE

The clinic strives to provide quality healthcare to our patients. We have several internal quality indicators which include No Show Rate, ED Diversion, Blood Pressure Improvement and BMI. The clinic also reports outcomes to the National Association of Free Clinics. We were awarded Silver Status for 2020 and recently were awarded Gold Status for 2021. Gold status is the highest designation and assures the community that the clinic is providing excellent care for our patients.



REAL Services recently awarded the clinic with the Agency of the Year award. There were many deserving agencies who were nominated for this award. The clinic was so proud to accept this wonderful honor. The nomination was based on our annual report to the board of directors of REAL Services.

Board members commented that our innovative dental program is an excellent example of community networking for the good of the underserved. We appreciate the support of our local dentists who make this a successful project.



I never thought I would be able to smile because of my bad teeth.

Quote from a CHC patient after her dental work was completed.



OUR PARTNERS

The clinic couldn't continue to provide the current level of care without our community partners. While it is impossible to list them all, there are a few that stand out.

- First of all, our generous volunteers and donors who give freely of their time, talent and treasure.
- Local service providers who network with us to provide dental, vision, mental health and specialty referrals.
- Webb's Pharmacy who provides us with vouchers for prescription medications through the 340 B program.
- Walgreens and Woodlawn Hospital for providing flu shots for our patients.
- The Fulton County Chamber of Commerce and H.O.P.E. committee who provide networking opportunities for us to get our message out.



And most importantly, Woodlawn Hospital and the board of directors who have supported the clinic since its inception.

It continues to be a mutual benefit for the clinic and the hospital but mostly for the uninsured of Fulton County. We are grateful for your past support and respectfully request your continued financial support.

Thank You!

Submitted by
Mary Kay, Executive Director
Compassionate Health Center