

CULTIVATING HOPE

Annual Report 2018



LAWNDALE CHRISTIAN
HEALTH CENTER

Loving God. Loving People.

Dear Friends of LCHC,

If I was challenged to describe LCHC's work in two words, "Cultivating Hope" would be an excellent choice. Hope is a great word. We need to cultivate hope on Chicago's West Side. For 50 years the population of our community has been in decline. North Lawndale has seen its population drop from 125,000 in 1960 to about 35,000 today. The opposite of hope is the word doubt. When there is doubt, people don't invest. They leave. Our work is to cultivate hope. We want people to invest and to stay, to create communities that are safe, healthy, and nurturing.

Cultivating Hope is the theme of this Annual Report. The stories and efforts reflected in this report give evidence that it has been a good year. We're making a difference. As a business, our numbers continue to be solid and position us well for new opportunities. As a place of service, you'll read about people like Jerry and Susette who bring life and hope to our community through stories of joy and trial.

An unusual part of our story this year is in the role of landlord to the Illinois Department of Human Services (IDHS). We purchased and renovated their building that neighbors our main campus. It housed about 70 employees and provided services for thousands of people in our community but it was an ugly building. It's now a beautiful space and even has windows for the first time in 50 years. It is a great story, a great improvement, that impacts each person who enters their doors.

We are cultivating more than hope. In our new collaboration with the Chicago Botanic Garden we are cultivating vegetables in a beautiful urban greenhouse that we constructed called the Farm on Ogden. The Farm is helping to create a positive sense of place, a place where people will want to live.

You'll read about Esther and Dae Kwak, two of our incredible staff members who live in our community and take care of patients, one person at a time. LCHC is blessed with over 500 talented and committed staff members who passionately work on our mission to "show and share the love of Jesus." We have great reasons to celebrate the past and look forward to the future.

As always, thank you for your interest and your support.



Bruce Miller, CEO

CEO LETTER



LEADERS & KEY CONTACTS

Bruce Miller, Chief Executive Officer
Rev. James Brooks, Chief Ministry Officer
Dr. Wayne Detmer, Chief Clinical Officer of Operations
Chris Dons, Chief Financial Officer
Dr. Bruce Rowell, Chief Clinical Officer of Quality
Jonathan Wildt, Chief Operating Officer

Tiffani Boerio, Director of Nursing
Dr. Casey Clardy, Director of Behavioral Health
Dr. Jasmin Guzman, Dental Director
Dr. Thomas Huggett, Medical Director of Mobile Health
Dr. Chris Shah, Director of Pharmacy
Dr. Benjamin Preyss, Medical Director of Population Health

Kristin Andrews, Director of Clinic Operations
Brandy Boler-Daniels, Director of Human Resources
Roger Cortez, Director of Analytics
Israel Gomez, Director of Purchasing & Facilities
Rachel Herter, Director of Health Information Technology
Richard Juarez, Director of Long-Term Services & Supports
Eric Kuhl, Director of Patient Accounting
Joseph Lesch, Director of Facilities & Construction
Emily Lupo, Director of Population Health
Nicole Milano, Director of Social Services
Jorge Rubalcava, Director of Accounting & Financial Analysis
Alyssa Sianghio, Director of Development & Communications
Rob Werner, Director of Business Analysis & Consulting
Dave Wilcoxon, Director of Managed Care

Melissa Chrusfield, Lawndale Christian Conference Center
Brian Gannon, Lawndale Christian Fitness Center
Nate Davis, Green Tomato Cafe

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Bruce Miller
CEO



Chelsea Johnson
Vice Chairperson



Rob Castaneda
Chairperson





CLINIC SITES

OUR MISSION

The mission of Lawndale Christian Health Center is to show and share the love of Jesus by promoting wellness and providing quality, affordable healthcare for Lawndale and the neighboring communities.

HOMELESS SHELTER SITES

In addition to our full-time clinic sites, LCHC's Mobile Health Team provides primary care services at the following homeless shelters on the West Side of Chicago:

- LCHC at Franciscan Outreach
- LCHC at Hand-n-Hand
- LCHC at Habilitative Systems
- LCHC at Breaking Bread
- LCHC at Primo
- LCHC at Walls Memorial
- LCHC at Breakthrough Women's Center
- LCHC at Breakthrough Men's Shelter
- LCHC at Bobby E. Wright
- LCHC at Neopolitan Lighthouse

OUR IMPACT

Providing quality healthcare goes beyond medicine. Fitness and proper nutrition are essential components of physical health. We also know that spiritual, social and emotional health are of equal importance in caring for the whole person.



A WEST SIDE STORY

Susette Ross-Taylor



A WEST SIDE STORY

“The West Side of Chicago is a village where everyone takes care of one another and is actually united.” That’s how Susette Ross-Taylor describes the place she was raised and where she raised her three sons. So when it came time for Susette to walk down the aisle this summer, she wanted to be surrounded by the same caring community that had nurtured her and her sons. For the last two decades, Susette has wholeheartedly dedicated herself to raising her boys. She’s put her two oldest through college and onto careers in the airline industry as a pilot and aircraft mechanic. And after meeting her now husband Byron, the family wanted to celebrate their union amid the spirit of unity that defines the West Side. The couple exchanged vows at the picturesque memorial gardens at the old Sears Tower in Homan Square. After everything their mother had given them, her sons had the honor of giving her away on her special day.

Susette and Byron had hoped to find a reception venue nearby that similarly showcased the beauty and vitality of the neighborhoods Susette called home. They found that venue in LCHC’s Conference Center, recommended to them by one of Susette’s colleagues. When she first saw the Skyline Conference Room on the fourth floor of the facility, Susette knew it would be the perfect place for her reception. The room’s full pane glass paneling provides an unparalleled panoramic view of the city skyline for which it’s named. Susette’s numerous friends and family danced the night away to the crooning of a live band, against the glittering backdrop of Chicago’s beautiful downtown buildings.

Still, for Susette, it was the view of home that made the venue perfect. “I loved that I could look out and see the places I grew up and identified with, as well as seeing downtown Chicago. It was so special to invite people from all over to come see what the West Side is really like – not just what is portrayed on the news.” Looking back on her special day, Susette muses, “getting married on the West Side and having my reception at the Skyline Conference Room was a dream come true!” |

“Getting married on the West Side was a dream come true.”

LCHC offers opportunities for fitness, nutrition, and events conveniently located in the North Lawndale community. The Green Tomato Café, Lawndale Christian Fitness Center, and Lawndale Christian Conference Center create avenues for LCHC to be more than a health center, but a way of life.

IMPACT HIGHLIGHTS



15,037

Conference Center Attendees

80,596

Café Guests

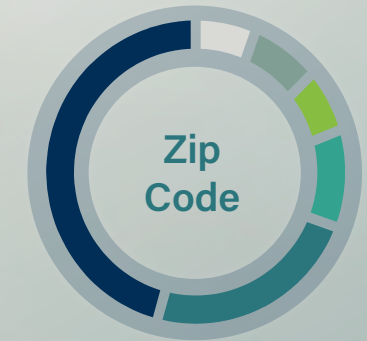
183,319

Fitness Center Visits



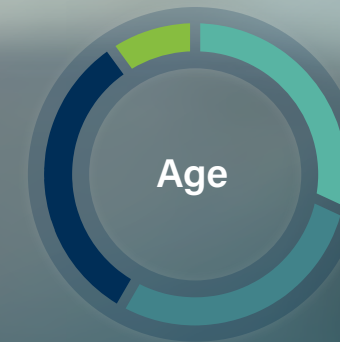
Total Visits **212,807**

Total Patients **62,774**



| | | |
|---------------------|---------|-----|
| ● Medical | 152,226 | 71% |
| ● Behavioral Health | 11,940 | 6% |
| ● Dental | 17,397 | 8% |
| ● Optometry | 4,954 | 2% |
| ● Substance Use | 1,027 | 1% |
| ● Nurse | 25,263 | 12% |

| | | |
|----------|--------|-----|
| ● 60623 | 16,408 | 26% |
| ● 60804 | 5,432 | 9% |
| ● 60629 | 4,975 | 8% |
| ● 60624 | 4,902 | 8% |
| ● 60632 | 4,899 | 8% |
| ● Others | 26,158 | 41% |



| | | |
|-------------|--------|-----|
| ● Medicaid | 31,967 | 51% |
| ● Medicare | 3,238 | 5% |
| ● Uninsured | 20,017 | 32% |
| ● Other | 7,552 | 12% |

| | | |
|---------|--------|-----|
| ● 0-17 | 19,606 | 31% |
| ● 18-39 | 20,939 | 34% |
| ● 40-59 | 15,857 | 25% |
| ● 60+ | 6,372 | 10% |

| | | |
|----------|--------|-----|
| ● Latino | 35,618 | 57% |
| ● Black | 24,274 | 39% |
| ● Other | 2,882 | 4% |

CLINICAL OVERVIEW

HOME AWAY FROM HOME

Jerry Porter



HOME AWAY FROM HOME

Jerry Porter first found LCHC when she was pregnant with her son Jeremiah in 2016 and was searching for quality prenatal care. "At first," she admits, "I didn't even know where it was. But now when I walk in, they greet me by name. They even know my voice when I call! It makes it feel like a home away from home." During her visits to LCHC's Homan Square clinic, Jerry meets with Jessie Ruiz and Blythe Garma to address her health concerns. As Care Managers at LCHC, Jessie and Blythe specialize in bringing together the health supports, programs, and treatments that will best serve each patient. "They are so kind-hearted," Jerry says. "At times, I didn't even have to ask for what I needed, because they had already made it happen."

Jerry's healthcare journey hasn't been easy. Her pregnancy with Jeremiah was complicated. Seizures and bleeding during his birth left her with a continuing condition requiring routine medical visits both to LCHC and a wound care center. The trauma has taken a toll beyond her physical health and led to behavioral effects and anxiety. "I'm going through a lot" she shares. "There's still a long road ahead. But Jessie and Blythe help me have a better outlook on my health. Even when I'm crying, they help me to see the positive."

"They have helped me to have a better outlook on my health."

As Jerry continues treatment, her Care Managers walk alongside her. They help her to access care by arranging transportation, referrals, and connecting her to the support she needs. Sometimes, what's needed can be as simple as LCHC's faith cards present in every exam room. Each card provides scriptural encouragement for common issues. "I took a bunch home!" says Jerry, "They help me get through."

In Jerry's view, LCHC's care is set apart by the way it models Christ's command to love as He loves us. Jerry recounts the time a medical assistant stopped to pray with her. "I was upset," says Jerry. "She wanted to lay her hands on me and pray. She didn't have to do that, but I loved it." Now, Jerry is excited to begin a new chapter with her family after recently moving into a new home. With LCHC as her medical home, she has the help she needs and is hopeful about her next steps toward wellness. |

LCHC offers a wide array of programs to better serve and support the specific needs of every patient. Supportive services include our senior programs, treatment for opioid use disorder, care management, Veggie Rx program, and more.

IMPACT HIGHLIGHTS



410

Veggie Rx Prescriptions

2,066

Senior Program Visits

18,557

Patients Served in Spanish

A FOUNDATION OF DIGNITY

Jesse, Barbara, Edna, & Sara



A FOUNDATION OF DIGNITY

In 2012, LCHC purchased the building at 3910 W Ogden Avenue. The building had housed the Illinois Department of Human Services (DHS) Family Community Resource Center for many years. Partnering together, LCHC and DHS are turning the building into a centralized location where local residents can conveniently access cash and medical assistance, food support, and job services along with medical care and pharmacy services. This year LCHC partnered with Madison Construction to revitalize the aging building. Both LCHC and DHS recognized the importance of ensuring that the quality of the space kept pace with the important work being done inside. The renovated building is an environment designed both to encourage those serving within and instill a sense of dignity in every person who enters.

LCHC's Director of Facilities and Construction, Joe Lesch, headed up the re-design of the building. DHS employees have been able to continue their work throughout the process and there is excitement over the plans still to come for this space. Soon, the building will co-locate a brand-new urgent care medical clinic, the LCHC pharmacy, and treatment programs for opioid use disorder alongside the existing DHS offices. These complementary programs will ensure that each community member has access to the health and social services they need.

DHS employees Edna Cintron and Barbara Harris have each faithfully served the Lawndale community for 44 years. A woman of prayer, Ms. Cintron recalls when LCHC first moved into the neighborhood. "They impacted the whole community. What I love most about Lawndale is that they give the respect that this community was lacking. When Lawndale came, that was a message for me that God answered my prayer." For Ms. Harris, a North Lawndale resident since birth, this journey has been about seeing her home transform. "I never thought I'd see this neighborhood bounce back the way it has since LCHC moved in."

"When LCHC came, they impacted the whole community."

LCHC has always valued its partnership with DHS, and DHS employees have been part of the renovation process from the beginning. Jesse Medina, a DHS employee of 17 years says, "I can't think of anything more Lawndale could have done to attend to our needs. The morale in the office has increased dramatically since the updates." Sara Meza, who's been there for 29 years, agrees. "It's a new day at DHS. In this new space, we can continue to fulfill our jobs and move forward for the common good - that's what happens when people come together." |

LCHC's core mission is to provide quality, affordable healthcare to its patients. LCHC believes that great healthcare starts with great staff, great facilities, and a commitment to show and share the love of Jesus in each visit.

IMPACT HIGHLIGHTS



1,262

Homeless Patients Served

6,979

Patients with Diabetes

15,231

Flu Vaccines Given

CONSOLIDATED FINANCIALS In Thousands

| Revenue | 2018 | 2017 |
|-------------------------------------|-----------------|-----------------|
| Net Patient Services | 30,187 | 32,242 |
| Contributions, Grants, Other | 19,107 | 17,570 |
| Total Operating Revenue | \$49,294 | \$49,812 |
| Expense | | |
| Medical Services | 32,800 | 36,443 |
| Social Services | 8,154 | 8,003 |
| Management and General | 7,709 | 6,245 |
| Total Operating Expenses | \$48,663 | \$50,690 |
| Non-Operating Revenue | \$533 | \$920 |
| Revenue in Excess of Expense | \$1,164 | \$41 |

1 Combined Statements of LCHC and affiliate Lawndale Christian Supporting Corporation.

2 New Market Tax Credit Transaction. Long Term Liability offset by Notes Receivable, with the difference reflecting equity to be realized at end of compliance period.



| | 2018 | 2017 |
|---|-----------------|-----------------|
| Revenue in Excess of Expense | \$1,164 | \$41 |
| Capital Grant Revenues | - | 158 |
| Net Change in Unrealized Gains on Investments | 214 | 1,131 |
| New Market Tax Credits | 7,740 | 744 |
| LLC Investment Income | 193 | 697 |
| Increase in Net Assets | \$9,311 | \$2,771 |
| Assets | | |
| Cash and Investments | 32,962 | 31,626 |
| Accounts Receivable | 4,374 | 7,286 |
| Notes Receivable ² | 9,152 | 16,150 |
| Other | 37,291 | 30,571 |
| Long Term Investments | 2,077 | 1,885 |
| Total Assets | \$85,856 | \$87,518 |
| Liabilities | | |
| Current | 4,510 | 5,043 |
| Other | - | - |
| Long Term ² | 13,380 | 23,820 |
| Total Liabilities | \$17,890 | \$28,863 |
| Net Assets | \$67,966 | \$58,655 |

TOGETHER IN MISSION

Drs. Esther & Dae Kwak



TOGETHER IN MISSION

“There was a definite call to come to LCHC,” says Dr. Dae Kwak. He and his wife Esther have both worked at LCHC and lived in Lawndale for over a decade. During that time, they’ve watched LCHC and its West Side community grow and develop.

God called Esther to LCHC first. “I was working as a pharmacist in Dallas at a hospital, and one day I really wanted to look into different mission organizations looking for pharmacists overseas.” Rather than go abroad as a medical missionary, Esther found herself enamored with urban missions. Though she didn’t know anyone in Chicago, Esther took a leap of faith and responded to LCHC’s call for pharmacists in 2001. She fell in love with the mission and the neighbors she served. Three years later, she would fall in love with a young doctor similarly starting his career at LCHC.

Dae came to LCHC in 2004 after serving in the U.S. Air Force. Like Esther, Dae wanted to integrate his work as an obstetrician and his Christian faith in a tangible way. LCHC’s mission offered him that opportunity. “The mission was to show and share the love of Christ through integrated healthcare. Residency was secular. The Air Force, obviously, was government. The idea of working with my faith was something I really wanted to do.”

Though the community has changed over the years, the doctors’ commitment to the mission hasn’t changed. “Over the 14 years of being here, things have gotten prettier,” says Dae, “but we still have the same type of patients. We’ve come to realize that we can provide quality primary care, but once they leave that clinic...where do they get their food? Do they go to church? Are there people that come alongside them and say, ‘We can help you?’”

Because of these needs, Esther and Dae are proud to be part of an organization that serves their neighbors in and out of the exam room. The Fitness Center, Substance Use and Mental Health care, and the nutritious food options offered at the Farm on Ogden address needs medical visits alone cannot. Esther is especially proud of the way in which LCHC’s Pharmacy offers patients access to affordable medications. “There are clinics and doctors who are able to see people for free, but if they can’t get medication they can’t really get on the way to healing. It just won’t happen.” Investing deep in the Lawndale community brings Esther and Dae hope for a healthy and whole Lawndale. |

“There was a definite call to come to LCHC.”

LCHC integrates additional clinical care creating one medical home for its patients. Our comprehensive clinical care includes pharmacy, dental clinic, eye clinic, and behavioral health services.

IMPACT HIGHLIGHTS



8,627

Dental Patients

21,534

Depression Screenings

156,603

Pharmacy Prescriptions Filled

HIGHLIGHT

On June 22nd, 2018, the Farm on Ogden opened with a weekend of celebrations, including formal remarks on Friday and an open house on Saturday. The Farm offers Veggie Rx, job training, and education in conjunction with the Chicago Botanic Garden's Windy City Harvest program. LCHC is proud to be part of this innovative facility improving the health and wellbeing of North Lawndale.



OUR DONORS

\$50,000 +

Anonymous
The Chicago Community Trust
Crown Memorial Foundation
Healthy Communities Foundation
Illinois Children's Healthcare Foundation
Lloyd A. Fry Foundation
Steans Family Foundation
United Way of Metropolitan Chicago

\$10,000 - \$49,999

Ackermann Memorial Fund
Duane and Helen Binns
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Blue Cross Blue Shield of Illinois
Chapin May Foundation of Illinois
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\$1,000 - \$9,999

Aetna
Anonymous (4)
David Arnold
Mark Bauer
Bank of America
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The Cha-Ching for the King Fund
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Chicago Neighborhood Initiatives
Darwill
Kristin DeVenere
Family Health Network
Phoebe Foltz and John Lenhard
Jennifer Gibson
Global Service Technicians
John Scott Groch
Harmony Health Plan
Daniel Huang
Illinois Tool Works Foundation
Tom and Mary Kaszuba
Richard Koegel
William and Krista Lodewyk
Mike and Anja McLouth
McMaster-Carr Supply Company
Paul Merrick
National Association of Community-Health Centers
Wagenmaker & Oberly
Theodore O'Keefe
Perimeter Architects

Peters & Associates
Bruce and Vicki Rowell
S & R Girgis Family Foundation
Saint Anthony Hospital
Leo Smith
Jennifer Steans and James Kastenholz
Chantale Stephens
John Wiesehan
David and Lisa Wilcoxon
Alex and Susan Zera

\$500 - \$999

Holle Andersen
Anonymous (2)
Loriel Arcangel
MaryLou Beckmann
David Berkey
Daniel Bronson
Erika Bunge
Buth Group Ltd
Loren and Sheila Chandler
Laurie Clark
Charlotte Higgs
Jessica Hui
John Kilner
James Melia and Sandy Hoogland
Lois Miller
Rosado Home Inspection Services
United Scrap Metal

HIGHLIGHT

Lawndale Christian Health Center was awarded the Health Center Quality Leader award for 2018 from the Health Resources and Services Administration. LCHC placed in the top 20% of all health centers nationwide for overall clinical quality.





\$100 - \$499

Randee Adams
 William and Kristin Andrews
 Anonymous (6)
 Lizandra Anzo
 Kimberly Bacher
 Katherine Baldwin
 David Berry
 Fred Bess
 Bill & Melinda Gates Foundation
 Sean Birmingham
 Rebeka Boydston,
 In Honor of Zachary Boydston
 David Buchanan
 Denise Bush
 Jennifer Buth
 Michael Canning
 Robert Castaneda
 William and Karen Clapp
 Adam DeHoek
 Peter DeMichele
 Nancy Dolan
 Daisey Dowell,
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 Susan Evon
 Meaghan Falkanger
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 Ada Mary Gugenheim
 Cynthia Holland
 Mu-En Hsu

Janny Huang
 Thomas Huggett
 Franchella Jennett
 Chelsea Johnson
 Shelena Johnson,
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 Smith Family
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 Dian Langenhorst
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 Teddy Park
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 Lee Price
 Jennifer Quinn
 Raymond James
 Wayne Rowell
 Christopher Shah
 Larry Spencer
 Wesley Swanson

Wayne Tatko
 Sarah Vanwingerden
 Tony Varghese
 Thurston Woo
 Thomas Worthy,
 In Honor of Dr. Jerry Umanos
 James Yoon
 Paul and Bonnie Zigterman

\$50 - \$99

Cristina Alvarez
 Rebecca S. Anderson
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 David Bell
 John Bowman
 Jill Bradley
 Hazel Benton Brewer
 Saneta Chen
 James Covello
 Alison Dec
 Ellen Dec
 Sarah DeMateo
 Shelly Taylor Dixon
 John Elliott,
 In Honor of Michael William Elliott
 Michael Ericksen
 Kathryn Gill
 Linda Henderson
 Char Hill
 Mary Hsueh
 Anne Hu
 Janice Hu
 Paul Isakson
 Doug and Laura Jagerman

HIGHLIGHT

Adult Day Services now enrolling. LCHC now offers a supportive environment where seniors can be cared for daily through our Adult Day Program. Current participants have ongoing access to quality healthcare, nutrition, activities, and socialization throughout the day. LCHC's new senior center opening at 3745 W Ogden Avenue will offer exciting opportunities to increase the program's capacity!



Bruce Johnson,
In Honor of Dr. Harold Gianopulos
Sally Jurkowski,
In Honor of John Walz
Marissa Kuok
Emily and Antonio Lupo
Karla McGhee
Bruce and Kathryn Miller
Iglesia Bautista Nazaret
Pastor Ralph and Christine Norman
Patience Onyenweama
Meghan Park
Elizabeth Redican
Melissa Sanko
Alyssa Sianghio
Jerome Stromberg
Lynne Townsend,
In Honor of Andy Koetz
Pamela Walker
Mairin Wisnewski-Boswell

Up to \$50

William Ahrenholz
Diane Aniolowski
Phoebe Ann
Anonymous (3)
Leonardo Arredondo
Maria Banda
Denise Banton
Brad Billings
Megan Blair
Brandon Boler
Lynne Braun
Audrey Genniel Brewer

Margaret Burke
Christie Cannon
Israel and Rosa Carranza
Elizabeth Casseday
Ana Castillo
Adrienne Chandler
Jeanette Cheng
George Clopton
Sarah Cook
James Currul
Richard Danaher
Colleen Doherty
Collette Duplessis
Savonna Echols
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Belgie Wang
Lauren Wells
Sara White
Zahkah White
Mark Wilcoxon
Jonathan Wildt
Eldridge Williford Jr
Patrick Woulfe
Elexis Wright
Sloane York
YourCause Corporate Giving Program

Government Grants and Contracts

Access Community Health Network
Chicago Department of Public Health
Heartland Health Outreach
Illinois Department of Human Services
Illinois Department of Public Health
Illinois Department of Transportation
Public Health Institute of Metropolitan Chicago
The University of Chicago
U.S. Department of Health and Human Services
Bureau of Primary Care
HIV/AIDS Bureau
Maternal and Child Health Bureau

Healthcare Partners

Cook County Health and Hospitals System
Medical Home Network
Saint Anthony Hospital
Sinai Health Systems

Service Partners

Breakthrough Ministries
Chicago Botanic Garden
Farragut Career Academy
Foundation for Homan Square
Harmony Community Church
Lawndale Christian Community Church
Lawndale Christian Development Center
Lawndale Christian Legal Center
Meier Clinics
Operation Brotherhood
Sinai Urban Health Institute

HIGHLIGHT

Dr. Reed Optometry Award. At the 2017 National Optometric Association Convention in Portland, Dr. Sabrina Reed was awarded National Optometrist of the Year for her "outstanding contribution to the optometric profession and minority population." LCHC is thankful for the excellent care Dr. Reed provides for its patients each day!



OGDEN MAIN SITE

3860 W Ogden Avenue
Chicago, IL 60623

HEALTH & FITNESS CENTER

3750 W Ogden Avenue
Chicago, IL 60623

HOMAN SQUARE

3517 W Arthington Street
Chicago, IL 60624

FARRAGUT CAREER ACADEMY

3256 W 24th Street
Chicago, IL 60623

ARCHER AVENUE

5122 S Archer Avenue
Chicago, IL 60632

BREAKTHROUGH CLINIC

3219 W Carroll Avenue
Chicago, IL 60624