

Lawndale Christian Health Center

Annual Report 2019



LAWNDALE CHRISTIAN
HEALTH CENTER
Loving God. Loving People.



UNEARTHING POSSIBILITIES

Excerpt from a spoken word poem

**The bricks and concretes of life tried to suppress
the authenticity of the treasures placed
on the inside of you and I**

**But Grace digs through the rubble, shoveling through the trouble
to unearth the gem
that's on the inside
of you, me, her, and him**

**Grace bringing forth light to shine
on the underground mines of our lives**

**So in this hour we are in the light of celebrating
the many ways our beloved community
is unearthing
possibilities.**

- RaQuira Welch
LCHC Community Outreach Coordinator

LETTER FROM OUR CEO

Dear Friends of LCHC,

My wife and I became residents of the Lawndale community a little over twenty years ago. We both work at LCHC, Kathryn as a physician and I as CEO. Our commute to work is a short half-block walk. There is a beautiful simplicity to working in one's own neighborhood. It's easy to find meaning in our work when we see our neighbors utilizing LCHC's buildings and services. Often, we're right there with them – exercising, seeing a doctor, enjoying a sandwich in the Green Tomato Café. We encourage each other. We share a common goal of living a healthier life.

In this annual report you'll read other neighborhood stories. One of the stories highlights the challenges of overcoming a substance use disorder, typically connected to opioids. In response to this epidemic, over 40 LCHC medical providers joined the 5% of America's providers who prescribe a medication to treat opioid addiction. But medication alone is not always enough. You'll read about LCHC's Recovery Community, where encouragement and mutual support complement our medical services. A joy of being a community health center is certainly found in facilitating opportunities for community members to empower each other.

I am pleased to report that Fiscal Year 2019 was another very good year for us. Our impact – as measured by visits – grew by a steady 4%. Our financial performance continued to be disciplined and strong. We are blessed with incredibly talented staff members. We opened a new Senior Center, where people like Ms. Downing have found a new sense of family. We also opened a new Immediate Care Clinic that is meeting an important need. The year ahead is filled with hope and possibilities.

The simple message of Jesus continues to lead us. His words in John 15:17 are these, "This is my command: love each other." Those words are the cornerstone of our mission and our work.

Thank you for your support.



Bruce Miller, CEO



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In February, we grieved the passing of our beloved friend and Board Secretary, Victor Rodriguez. Victor was the senior pastor of La Villita Community Church. He served LCHC, his church, and the whole community with passion, vision, and insight. We seek to honor his legacy of deep faith and tireless service as we remember the impact he had during his earthly lifetime.



LEADERS AND KEY CONTACTS

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Melissa Chrusfield, Lawndale Christian Conference Center
Nathaniel Davis, Green Tomato Café
Brian Gannon, Lawndale Christian Fitness Center
Richard Juarez, Senior Day Services



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.

OUR LOCATIONS

1 Ogden Campus

Main Clinic
3860 W Ogden Ave

Health and Fitness
3750 W Ogden Ave

Immediate Care and Pharmacy
3910 W Ogden Ave

Senior Center
3745 W Ogden Ave

The Farm on Ogden
3555 W Ogden Ave

2 **Homan Square**
3517 W Arthington St

3 **Breakthrough**
3219 W Carroll Ave

4 **Farragut**
3256 W 24th St

5 **Archer**
5122 S Archer Ave

SHELTERS SERVED

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

(not all shelters pictured on map)



COME AND SEE

FOR THE LAST 60 YEARS, MS. ORA Lee Downing has called North Lawndale home. Her family, her church, her community – all of it is established here on the West Side. The victories and losses in her own life are woven into her surroundings. As her 88th birthday approaches, she is thankful for all the beauty she sees around her, and the ways she remains connected to the people and places that bring her joy.

Ms. Downing joined Lawndale Christian Health Center's Senior Day Services in 2018 when the group was meeting in the small Gallery on LCHC's Ogden Campus. Her connection to the Health Center, however, goes all the way back to its beginning in the 1980's. "My husband and I were friends of Wayne and Anne Gordon, who moved to Lawndale and started Lawndale Community Church. Our kids grew up together, and to this day Coach [Wayne] is the only one who calls me Ora Lee."

"When the church began to talk about the Health Center, my husband and I were all for it. Coach and Anne asked us for advice, and we got to see all this happen." Ms. Downing beams with pride as she talks about how far she's seen the neighborhood come. "What we have here now is truly beautiful."

In March of 2019, LCHC finished renovating the building at 3745 W Ogden with the purpose of creating a space especially for seniors. The new Senior Center is a large, bright building equipped with a plant-filled atrium, a large dining and activity space, kitchen, fitness and physical therapy room, recreational area, medical exam rooms, and more.

During the construction process, the workers peeled back the original façade to find a faded sign above the door that read “Senior Citizens.” This was an exciting confirmation that the building was being returned to its original, intended purpose. The legacy and dreams of many North Lawndale residents over the years lives on through these buildings, old and new.

In the months since the new Senior Center opened, the day program has grown from 17 to 50 people. “Whenever there is someone new, I sit down and talk to them and make sure they know what to expect,” says Ms. Downing. She is a warm and joyful presence and focuses on making sure each person feels welcomed. “This is a beautiful program. I tell people all the time, ‘Come and see!’”

Aging looks different for each person, and this period of life comes with unique challenges. Ms. Downing says that after she lost her husband, she was struggling. “I was worried about how I was going to cope, and I was so despondent.” But after her daughter encouraged her to join the group of seniors meeting in the Gallery, Ms. Downing discovered a new reason to get up each day. “I’ve come a long, long way. How they treat me here, it’s just like one big family. I love it.”

On the days she stays at home, a home aid comes to help with more physically demanding chores. But with the help of her walker, Ms. Downing can still be found cooking and baking for herself and anyone who visits. “I like to make everything! I’m glad that God gave me the knowledge to get back in my kitchen and cook for myself.” She is confident that if it weren’t for the exercise and socializing that the Senior Day Services program offers, she would be struggling to remain independent.

“Coming here has been 100% helpful for me. We do art, workshops, and games. We do daily exercises. We talk with each other about our kids and grandkids and exchange recipes. When I don’t get a chance to go, I get restless.” Ms. Downing looks forward to having more seniors from the community join the program that has become a second family to her and many others.





The Immediate Care Clinic includes eight exam and procedure rooms, a laboratory, and x-ray services. LCHC's Pharmacy moved into the building in June. The new Pharmacy space is much larger than before, and thoughtfully designed to increase efficiency and decrease wait times. The whole building is bright and open; it's a place patients and community members are invited to utilize and enjoy.

Patients of the Immediate Care Clinic are welcomed in and assisted by a team of talented staff. Erin Gettel, NP — one of the clinic's providers — says that the unique challenges of this type of care motivate them to problem solve together. "I love the teamwork aspect. When a really sick patient comes in, we all work together to keep them safe until we can get them the appropriate care."

The clinic currently sees 50-70 patients a day, compared to the 10 that visited the first day the doors opened. As Erin says, "Those numbers definitely show that there is a need for Immediate Care. We don't want people to have to use the ER for non-emergencies, and this clinic has provided a space for patients to come when they need help sooner than they can get a regular appointment."

JUST IN TIME

WHEN LCHC OPENED ITS NEW IMMEDIATE CARE CLINIC IN March of 2019, it was hard to predict just how much this service would be valued by the community. "A lot of patients have told us how much they appreciate that this is here," says Johnny Stevens, a registration representative at the clinic. "We're not an Emergency Room, but we're a step down from it – we see a lot of people with acute needs that can't wait for an appointment. I love being able to assist people in getting the help they need."

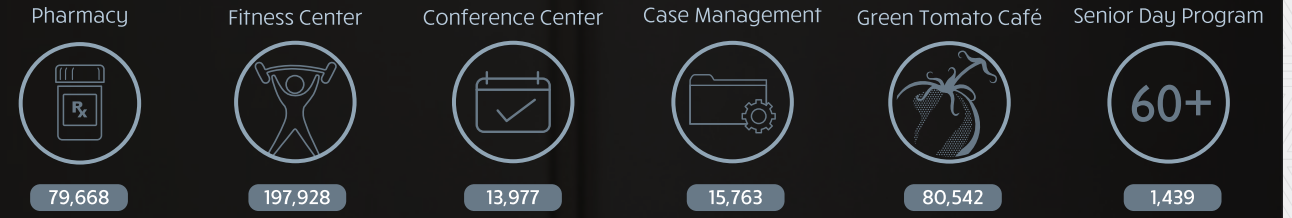
For North Lawndale residents like Derrick Joyner, this clinic was available at just the right time. When his daughter was having trouble breathing one morning, he prepared to take her to an immediate care 15 miles away in Elmhurst. That's when he realized LCHC's Immediate Care had opened. "We live so close that I saw it and thought – we can be seen right here!" It was a relief to have services available within walking distance when he was concerned and wanted his daughter to be seen right away. "The staff was awesome and now she's feeling so much better. This clinic makes a difference."



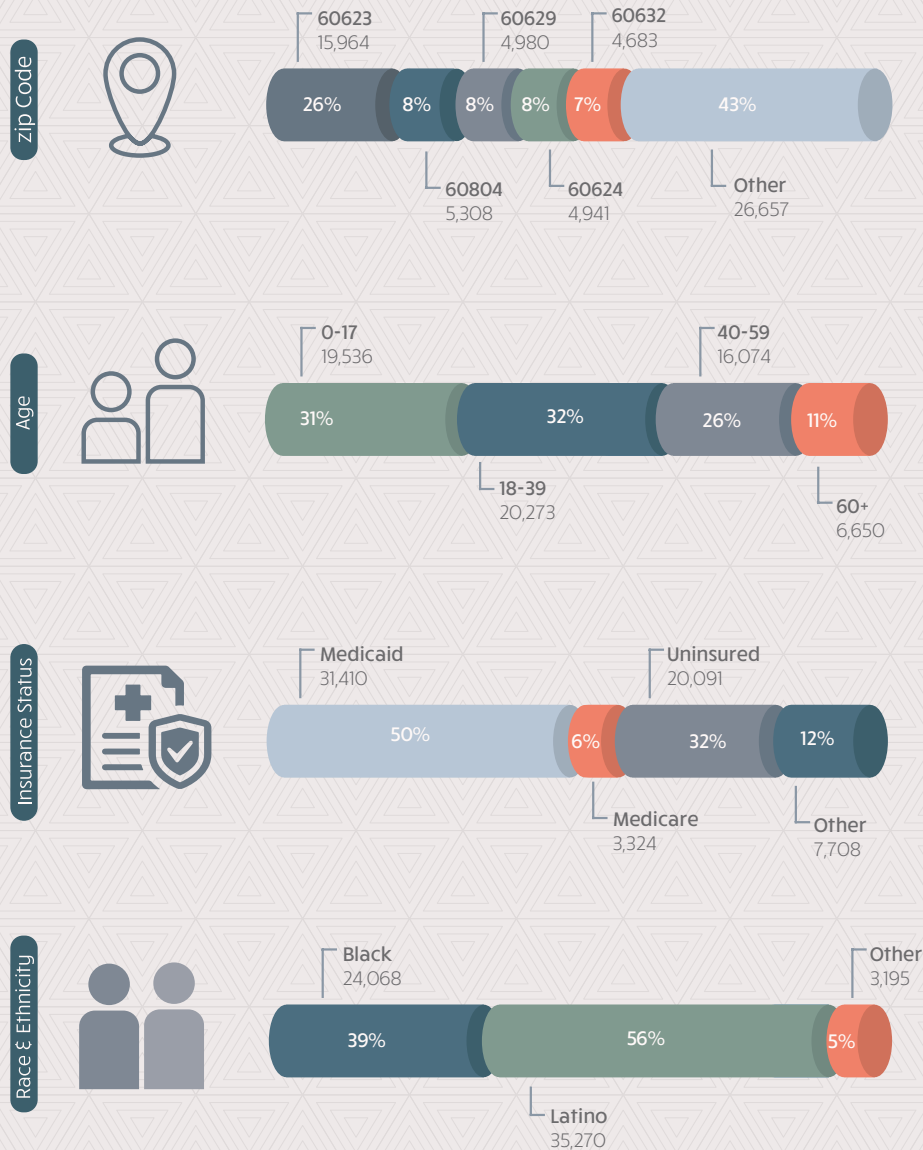
CLINICAL VISITS 214,020



SUPPORT SERVICES VISITS 389,317



62,533 ACTIVE PATIENTS





IMPACT HIGHLIGHTS

Dental Growth



Fitness Center Growth



Cervical Cancer Screenings



Lawndale 5K Participants



Average Years of Provider Tenure



Patients Served in Spanish



Total Employees



Babies Delivered



Patients in MAT



Flu Vaccines



HIV Patients in Care



Patients Living Below 200% of the Poverty Line



Consolidated Financials¹ In Thousands

Revenue	FY 2019	FY 2018
Net Patient Services	35,038	34,218
Contributions, Grants	12,038	11,044
Community Services	1,585	1,569
Other Operating	939	937
Total Operating Revenue	48,660	47,768
Expense	FY 2019	FY 2018
Clinical Services	32,733	32,800
Social Services	8,493	8,154
Management and General	5,884	5,705
Total Operating Expense	47,110	46,659
Revenue in Excess of Expense	2,490	1,109

¹ Combined Statements of LCHC and affiliates Lawndale Christian Supporting Corporation and LCHC Properties.

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.

	FY 2019	FY 2018
Revenue in Excess of Expense	2,490	1,109
Capital Grant Revenues	1,525	1,525
Investment Income	1,180	747
New Market Tax Credits ²	(75)	5,736
LLC Investment Income	381	193
Increase in Net Assets	5,501	9,310

Assets	FY 2019	FY 2018
Cash and Investments	32,948	32,962
Accounts Receivable	4,403	4,346
Notes Receivable ²	9,152	9,152
Property & Equipment	42,737	37,291
Long Term Investments	2,458	2,077
Total Assets	91,698	85,828

Liabilities	FY 2019	FY 2018
Current	4,415	3,584
Other	436	898
Long Term ²	13,380	13,380
Total Liabilities	18,231	17,862
Net Assets	73,467	67,966

A COMMUNITY OF FREEDOM

LCHC'S RECOVERY COMMUNITY IS A PLACE TO FIND freedom, hope, and camaraderie. It's a place where resources and supports are brought together for people seeking treatment for substance use disorder. The group meets five days a week to eat breakfast together, take part in a group counseling session with a Behavioral Health provider, and enjoy activities and socializing with others in recovery.

Most of the men and women who attend Recovery Community are participating in MAT, or Medication Assisted Treatment. Medication Assisted Treatment allows certified providers at LCHC to combine behavioral therapy with medications that treat substance use disorders. These medications block withdrawal symptoms and the effects of other narcotics to increase a person's chances of full recovery.

Nineteen years since walking through her own season of recovery, Jacqueline (Jackie) McClendon has had a desire to help others connect to the resources they need to heal. Now, as a Recovery Coach at LCHC, she can offer support through the healing power of shared experience. Recovery Coaches help to foster a sense of community among participants as they share their testimonies. "It blesses my heart that they are so open with me," Jackie says.

One participant, William Rankin, is glad to share about his experience so far. He says he understands that it's hard to ask for help, but it's worth it. "You've got to surrender and stop trying to do something on your own that you can't do on your own. You've got to give yourself a chance," he says. The community he has around him has been a key component to his journey.

Jackie is passionate about changing the stigma around substance use disorder. "It's an illness that has to be treated. And it's not just about the substance – I know now that was only 10% of my problem." She helps participants discover the factors that led them to use substances in the first place. "I want people to know they don't have to stay in bondage; I want to see them free and walking in their purpose. I know it's possible because the day when God set me free – March the 10th, 2000 – I never went back."



OUR PARTNERS

The work we do at Lawndale Christian Health Center does not stand alone. Collaboration with other community-focused organizations allows us to continue meeting the health and wellness needs of the Lawndale community. Real change requires a united effort, and we are incredibly grateful for the many ways we get to link arms with other organizations in our mission to make quality healthcare accessible on the West Side of Chicago.

Service Partners:

Breakthrough Urban Ministries
Chicago Botanic Garden
Christian Community Development Association
Christian Community Health Fellowship
Foundation for Homan Square
Harmony Community Church
Illinois Department of Human Services
La Villita Community Church
Meier Clinics
New Life Community Church
Operation Brotherhood
Safety Net Learning Collaborative
Sinai Urban Health Institute
University of Illinois at Chicago
Westside Association for Community Action

Healthcare Partners:

Above and Beyond Family Recovery Center
Cook County Health and Hospital Systems
FQHCs of Illinois
Illinois Primary Healthcare Association
Medical Home Network
Saint Anthony Hospital
Sinai Health Systems
Thresholds
Trilogy Behavioral Healthcare

Mission Partners:

Lawndale Christian Community Church
Lawndale Christian Development Corporation
Lawndale Christian Legal Center



5,681

Medical Visits for Patients Experiencing Homelessness

999

Behavioral Health Visits for Patients Experiencing Homelessness

1,562

Patients Experiencing Homelessness Served

MOBILE HEALTH

One way LCHC's partnerships make a difference is through our Mobile Health Team. Providers at LCHC who are part of the Mobile Health Team (MHT) spend one or more days a week at one of our partner homeless shelters. Residents at these shelters can be seen by a medical provider - at no cost to them - without having to leave the shelter. We are glad to bring medical services to those who would have difficulty accessing it elsewhere. LCHC currently partners with twelve shelters in Chicago.

FROM THE PERSPECTIVE OF AN MHT PROVIDER

Mary Hegstrom, DO, is a Family Practice Physician at LCHC's Farragut Career Academy clinic. Once a week, she contributes her time to the Mobile Health Team by visiting Habilitative Systems, Inc. where individuals recovering from substance use disorder transition out of a 28-day rehabilitation program. As Mary says, "The people that are here have gone through a lot of hard things. They're in a chaotic time of life, so there is such a value in coming to them so that they don't have to find a doctor. It's definitely the most convenient way for them to receive the care they need. **I'm inspired by their endurance and how they keep fighting to move forward.**"

VEGGIE RX

A recent collaborative program we've developed with partners is Veggie Rx. A combination of the expertise of Lawndale Christian Health Center, the Chicago Botanic Garden, and the University of Illinois-Chicago led to a shared understanding of the power of 'food as medicine.' Through this program, providers at LCHC can write Veggie Rx prescriptions for patients with diet-related illnesses who are experiencing food insecurity. Participants in the program then visit the Farm on Ogden once a week for up to ten weeks. Here they receive nutrition education, watch a cooking demonstration that incorporates the fruits and veggies in that week's box, and pick up their box of fresh produce - grown and packaged by trainees in Chicago Botanic Garden's Windy City Harvest program.

HOW IT WORKS

- 1 Visit your PCP and receive a referral to Veggie Rx
- 2 Get scheduled for a Veggie Rx session
- 3 Visit the Farm and attend a free nutrition class
- 4 Receive a free box of veggies at the end of your session
- 5 Prepare veggies and enjoy!



A BRIEF INTERVIEW WITH A VEGGIE RX ATTENDEE

Q: How did you find out about Veggie Rx?

A: I picked up the card somewhere – I can't remember where – and I thought it sounded interesting. My daughter and I drove by the Farm one day, and then we decided to come by for the next class.

Q: How many classes have you attended?

A: We've been to 8 now.

Q: How has Veggie Rx helped you?

A: I'm learning so much! I love all the greens and am learning how to cook them. It's very educational and teaches you how to eat well.

Q: What is something new that you do now?

A: I'm learning how to read nutrition labels more when I buy food.

Q: What's the best recipe you've tried so far?

A: Definitely the greens! I love how my daughter makes them. There was also an eggplant casserole with peppers, onions, and tomatoes and it was delicious. We have a binder of recipes that we get to keep – there's a lot of good ones in there.





THANKS TO YOU

On the following pages LCHC is proud to recognize those who generously contributed to our work during FY 2019.

We extend our deepest gratitude for every gift of support.



OUR DONORS

\$50,000 +

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The Crown Family
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Otho S.A. Sprague Memorial Institute
United Way of Metropolitan Chicago

\$10,000 - \$49,999

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William G McGowan Charitable Fund, Inc

"As a previous employee, I enjoy hearing about the growth and continued progress of the work being done at LCHC." - FY 2019 Donor

\$1,000 - \$9,999

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Tiffani Boerio
Tom and Mary Kaszuba
Valerie Concepcion
Dr. William and Krista Lodewyk

“We are glad to be a part of the community, both physically and virtually, and to be in the know of how God is working through the clinic to bring health and wholeness to the West Side.” - FY 2019 Donor

\$100 - \$499

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Wesley Swanson
Dr. William and Karen Clapp

**"I love the people who work there,
the culture they have created, and
the mission they serve so well."
- FY 2019 Donor**

If you'd like to support the work of Lawndale Christian Health Center by partnering financially, please visit www.lawndale.org/donate.

\$50 - \$99

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Bella Beauties Dance Studio
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Clyde Gee
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Dr. Teddy Park
Trinity Christian College
Wayne Tatko

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Alison Dec
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Susan Rivera
Trevor James
Victoria Sayre
Vivian Ojikutu
Zachary Cotter

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





OGDEN MAIN CLINIC

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Chicago, IL 60623

IMMEDIATE CARE CLINIC

3910 W Ogden Avenue
Chicago, IL 60623

HEALTH & FITNESS CENTER

3750 W Ogden Avenue
Chicago, IL 60623

SENIOR CENTER

3745 W Ogden Avenue
Chicago, IL 60623

HOMAN SQUARE CLINIC

3517 W Arthington Street
Chicago, IL 60624

FARRAGUT CLINIC

3256 W 24th Street
Chicago, IL 60623

ARCHER CLINIC

5122 S Archer Avenue
Chicago, IL 60632

BREAKTHROUGH CLINIC

3219 W Carroll Avenue
Chicago, IL 60624