

Resilient Together

2021 Annual Report

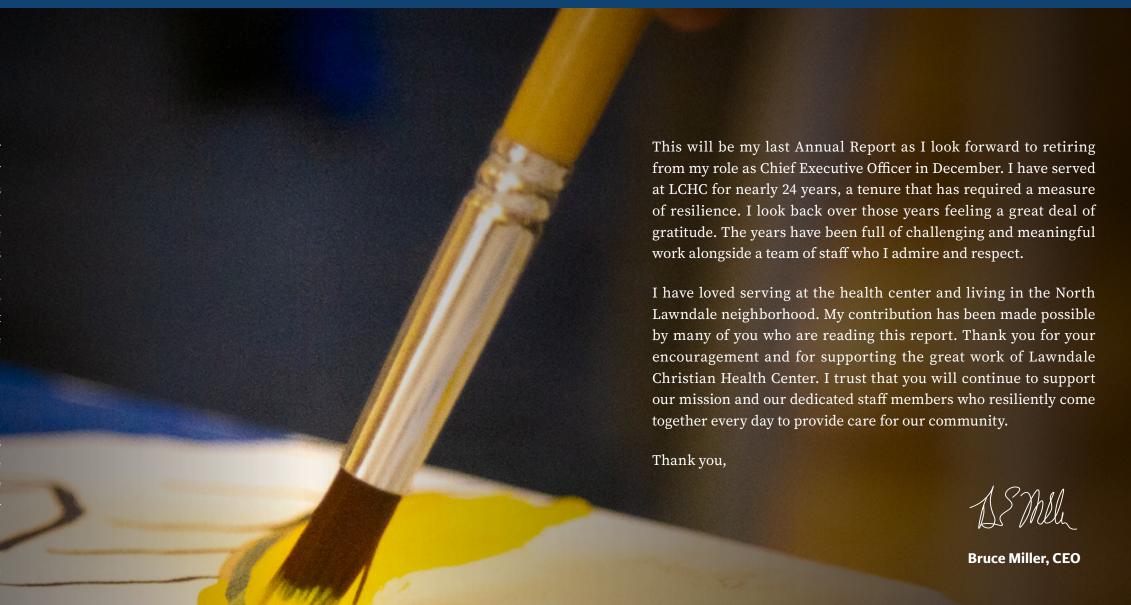


LETTER FROM OUR CEO

Dear Friends and Partners of LCHC,

The theme of our Annual Report, Resilient Together, is fitting for a year when all of us have worked to be resilient. We have not only been challenged by COVID-19, but equally by the polarizing views that have divided our society. It has been a complex time for each of us, and that has been equally true for the health center and the patients we serve. And yet, I am pleased to report that our year has yielded positive news that is worth celebrating. Our impact in both aggregate numbers and in many individual stories – of which this report provides only a few - is significant. Our mission statement continues to be our guide and calls us to resiliently "show and share the love of Jesus," to be like Jesus when challenges come our way; and that is what our staff members have done.

Our positive news includes providing over 400,000 visits for care, ranging from traditional medical visits to fitness center check-ins to shelter-based appointments for our patients who experience homelessness. On the COVID-19 front we have provided 25,199 tests and 36,896 vaccinations. We have seen our COVID positivity rate go as high as 34.5% and drop to a current rate of about 4%. Our substance use treatment services provided needed care for 661 patients this year, a number that we expect to grow as we dedicate more resources to this important area of need.







Rob Castaneda Chairperson



Bruce Miller CEO



Rochelle Foster Vice Chair

Anne Gordon | Bill Clapp, MD | Carl Lambert, MD | David Doig | George Clopton Jackie Pickens | Jeanette Lee | Jill Bradley | Sarah DeMateo

FISCAL YEAR 2021 LEADERSHIP

Bruce Miller, Chief Executive Officer Rev. James Brooks, Vice President of Mission & Community Engagement Roger Cortez, Vice President of Analytics **Dr. Wayne Detmer,** Chief Clinical Officer of Operations Christopher Dons, Chief Financial Officer Rachel Herter, Vice President of Health Information Technology Datjaeda Moore, Human Resources Director Dr. Bruce Rowell, Chief Clinical Officer of Quality Alyssa Sianghio, Vice President of External Affairs & Strategy Jonathan Wildt, Chief Operating Officer

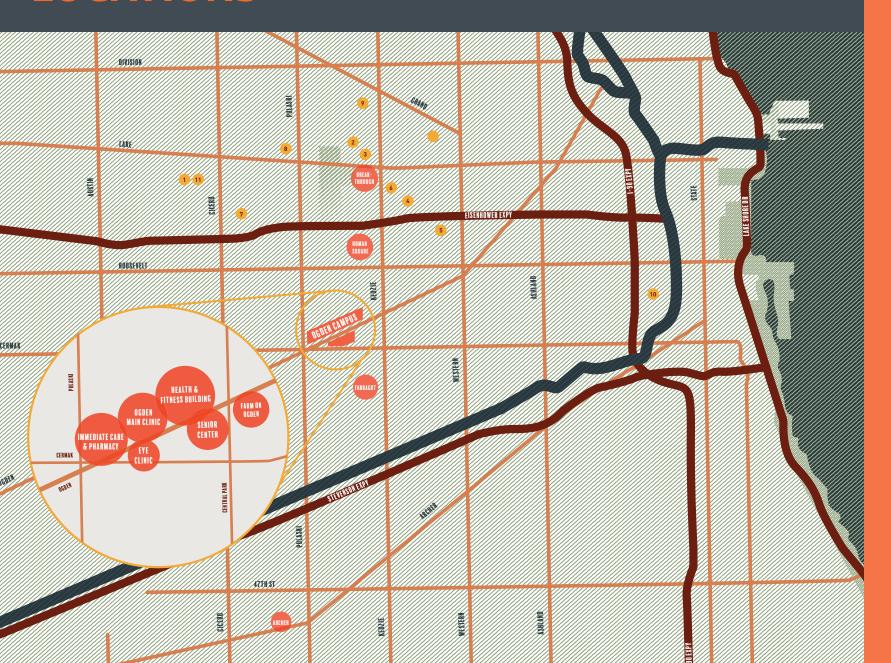
CLINICAL SERVICES LEADERSHIP

Dennis Bourne, Behavioral Health Director **Dr. Jasmin Guzman,** Dental Director **Dr. Thomas Huggett,** Medical Director of Mobile Health **Dr. Christopher Shah**, Pharmacy Director

COMMUNITY SERVICES LEADERSHIP

Melissa Chrusfield, Conference & Green Tomato Café **Brian Gannon**, Lawndale Christian Fitness Center

LOCATIONS



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.

OUR SITES

OGDEN MAIN CLINIC

3860 W. Ogden Avenue Chicago, IL 60623

IMMEDIATE CARE CLINIC & PHARMACY

HEALTH & FITNESS CENTER

SENIOR CENTER

3745 W. Ogden Avenue

EYE CLINIC

ARCHER CLINIC

5122 S. Archer Avenue Chicago, IL 60632

BREAKTHROUGH CLINIC

3219 W. Carroll Avenue

FARRAGUT CLINIC

3256 W. 24th Street

HOMAN SQUARE CLINIC

3517 W. Arthington Street Chicago, IL 60624

FARM ON OGDEN

3555 W. Ogden Avenue

SHELTER SITES

- Behavioral Health Center
- 3. Breakthrough Women's Center
- 4. Franciscan Outreach at Walls Memorial CME Church
- 5. Franciscan Outreach at Harrison
- 6. Franciscan Outreach at Garfield
- 8. Hand-n-Hand
- 9. Salvation Army Freedom Center
- 10. Pacific Garden Mission
- 11. Primo Center for Women and
- Neopolitan Lighthouse

WHERE HELP COMES FROM

Nora Hernandez, APN, is a warm and lively Nurse Practitioner at LCHC who sees adult and OB patients. When she started working at Lawndale almost 20 years ago as a nurse, she never would have guessed at what lay ahead of her. She describes LCHC as a second home due to how much she has grown in her time here, both personally and professionally. Throughout it all, her heart for people and desire to be used by God has motivated her to keep going and reach where she is now.

Nora was raised and educated in Mexico, and after teaching elementary school there for a few years she moved to the U.S. to support her sister in Chicago. She worked various jobs to save money, with plans to eventually go back to Mexico. However, Nora began to notice the needs of her unique community in Chicago – others who had moved from Mexico with limited English and were facing many challenges – and wondered what she could do to serve them.

With that dream in mind, Nora decided to go back to school and become an RN to help meet the great need for bilingual nurses. Those two years of schooling were extremely difficult: English was her second language and she was also raising a family. Nora says, "I didn't know it

then, but God was with me seeing me through." Upon graduating, she worked at Loyola Hospital, before a friend from nursing school introduced her to LCHC. In January of 2002, Nora was hired at LCHC as a triage nurse.

"It was a hard job," she remembers. "The phones were ringing off the hook and I found myself stressed out." She noticed that other staff would pray and sing together before the start of each day, and she was moved to join them. These times of worship became incredibly meaningful for Nora, helping her face each day with renewed hope. Whether it was managing a full schedule or working through personal challenges, her awareness of God's presence and deepening relationships with her colleagues provided a comfort and motivation Nora had been searching for.

"After two years, I applied for an opening within LCHC to be an OB nurse. I had always wanted to work with pregnant patients," Nora recalls. "Well, I liked it so much that I did that for eighteen years!" As she built connections with these patients, she knew she was on the road to fulfilling her dream of helping and serving immigrants in her community.





During her time as an OB nurse, Nora returned to school to get a bachelor's degree. Her supervisor at LCHC saw the difference that Nora was making as a dedicated and compassionate nurse and told Nora she should consider becoming a primary care provider. Initially, Nora was surprised by this. But as she took time to consider it, she began to see how God was leading her. "I was frequently being asked by other providers to talk with their Spanish speaking patients," Nora says. "The patients would tell me their full stories, and I recognized how vital it is to have a provider that not only understands your language, but your culture as well."

Strengthened by the support of LCHC and her belief that God was with her, Nora set out to complete a Nurse Practitioner program and become a primary care provider for her patients. "It was so demanding. I was working full time, completing my clinicals, raising my family, and my mother died during that time," Nora shares. "It was only by God's strength that I made it through. He sent me the right people at the right time to tell me that I could do this. He used patients, too, to show me that I was meant to be a healer."

Nora finished her program in 2018, passed the board exams, and was hired to continue at LCHC - this time as a provider. Her grit and optimism have only increased as she has continued to serve the patients and community at LCHC. She can always be counted on to encourage her care team to do their work with love and compassion, both for themselves and their patients.

Each day, in Nora's eyes, miracles happen in the exam room. She believes that transformation occurs when a patient and provider form a connection. "At the end of the day, if I was able to just listen to a patient or offer a prayer, I know that God is using me," she says. "I just feel very grateful to do this job with the help of Jesus Christ."

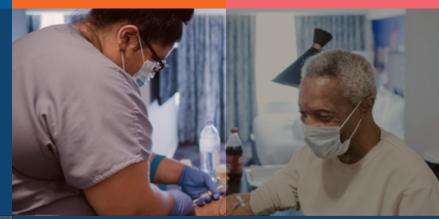
> "I didn't know it then, but God was with me seeing me through."



months of operation.

government to protect people experiencing homelessness.

"The Lawndale Christian It has since served as a crucial Health Center Mobile Health information source and provider Team's early response to the of COVID-19 vaccines for those pandemic at Hotel 166 set most susceptible to the virus. a national example of how Polk Bros. Foundation is proud community health centers can to support this work." Channing effectively collaborate with local Lenert, Polk Bros Foundation



"[The COVID testing clinic] I was there to help and serve,

was where I was needed and and it was an amazing, eye-

that was God's plan. I will opening experience. It felt

never look back at anything in great to get back to dentistry,

the past with regret, because but at the same time it felt

I believe God had a purpose great to do something else that

Dentist

Andre Garcia, DDS, LCHC

for where I was meant to be helped for the year prior."

during that time.

9.01.20 Lawndale Christian Fitness Center reopens for some limited services.



11.07.20

LCHC has our highest 7 day COVID test positivity of the year: 34.54% of all tests were positive.

12.14.20

618 in one day.

LCHC reaches our peak LCHC administers our of telehealth visits during the pandemic:

12.29.20

1st COVID-19 Vaccine.

COVID vaccine and I said yes of

course! I have been a patient of

LCHC for 19 years, and the clinic

and staff are just getting better

with time. Everyone at the vaccine

Elena Martinez, LCHC Patient



3.31.21

LCHC reaches our peak of vaccinations in one day during the pandemic: 335 first & 421 second doses.

LCHC provides 25,199 COVID -19 tests and 36,896 COVID-19 vaccines by the end

7.01.21

of the fiscal year.

with the City for vaccine Heights.

LCHC begins Protect Chicago Plus partnership

outreach in North Lawndale and Archer

COVID RESPONSE TIMELINE

Since the onset of COVID-19, LCHC has considered it an honor to serve our patients and community with innovative and compassionate services. The flexibility of our staff, support from our partners, and trust from our patients have been a sure foundation amidst the many challenges. Here, we plot some of the significant dates that represent our COVID response over the last year and a half.



3.20.20

Governor Pritzker issues a stay at home order for the State of Illinois.

"LCHC responded expeditiously to the needs of our guests. Telehealth became accessible immediately. LCHC's advocacy also garnered attention and resources for the homeless. As testing and vaccines became available, LCHC ensured that our guests and staff were taken care of."

Cheron Massonburg, BSN, RN Breakthrough

3.23.20

First Telehealth Visit



3.26.20

LCHC closes all satellite clinic sites, consolidating to virtual work and the Ogden Avenue Campus.



3.16.20 1st COVID-19 test at LCHC

CONSOLIDATED FINANCIALS IN THOUSANDS

REVENUE	FY 2021 F	Y 2020
Net Patient Services	46,924	38,838
Contributions, Grants	22,837	15,836
Community Services	561	1,136
Other Revenue	969	1,549
Total Operating Revenue	71 291	57 359
Total Operating Revenue	71,291	57,359
Total Operating Revenue	71,291	57,359
Total Operating Revenue EXPENSE	71,291 FY 2021 F	

Clinical Services	57,299	38,057	
Social Services	2,094	9,029	
Management and General	8,131	6,690	
Total Operating Expense	67,524	53,776	
Rev. in Excess of Expense	3.767	3.583	

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

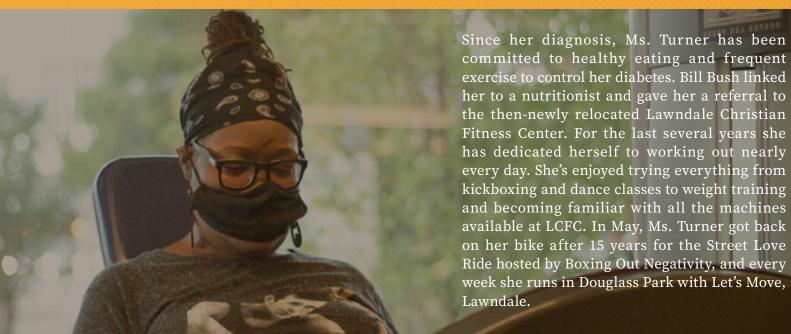
		FY 2021	FY 2020	
	Rev. in Excess of Expense	3,767	3,583	
	Capital Grant Revenues	60	2,739	
	Investment Income ²	7,222	1,599	
	New Market Tax Credits		10	
	LLC Investment Income	_	(73)	
	Increase in Net Assets	11,049	7,858	
	ASSETS	FY 2021	FY 2020	
	Cash and Investments	57,277	39,419	
	Accounts Receivable	7,334	7,012	
	Notes Receivable ²	10,366	9,479	
	Property & Equipment	41,304	41,801	
	Long Term Investments	2,181	2,181	
5	Total Assets	118,462	99,892	
	LIABILITIES	FY 2021	FY 2020	
	Current	6,247	4,986	
	Other	6,462	202	-
whe	Long Term ²	13,380	13,380	
	Total Liabilities	26,089	18,568	
	Net Assets	92,373	81,325	

TE CAFE 📳

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.

MOVING WITH PASSION

spirit of the Lawndale community. Her roots are reflects her commitment to bettering herself and years, a fixture at Lawndale Christian Fitness Center, and an energetic education aide for third experiencing some health issues and came to the clinic. Since her previous provider had left I know I'm not just a patient or a fitness center concerned about my wellbeing. I was diagnosed with diabetes, and Dr. Bush asked if he could





feels better now that she exercises regularly and school where I work, the kids ask me where I get the students to be healthy. "How can I motivate

for me both at the clinic and the fitness center to be honest and ask for help."

she has been able to turn her health around. As

COLLABORATIVE HEALING

Every weekday at 9am, The Gallery on Ogden Avenue is home to Recovery Community, a group for anyone in the process of recovering from Opioid Use Disorder. These meetings include group therapy sessions, wellness activities, and time to meet with a social worker. This has become a special space where participants have formed a deep sense of community and support for one another along their recovery journeys.

On Thursdays, Anna Tornquist, LCPC leads the group in Art Therapy to encourage a new way of sharing experiences and stories. Recently, the group embarked on a special monthlong collaborative art project with the goal of reflecting on and portraying their collective experience of committing to recovery in the midst of COVID-19.

The group discussed themes that would inform their piece: resilience, strength, community, commitment, and perseverance. With these concepts in mind, they got to work. First, they each took turns drawing meaningful symbols on the canvas — a starburst shape in the bottom left corner, a face wearing a mask. Over the course of the session the blank spaces were filled with outlines of flowers, trees, stripes, a sun, and various abstract doodles. Over the coming weeks, they would add new layers to the piece: paint to fill the background, then magazine cutouts with patterns, objects, and colors arranged atop the painted canvas for depth and texture, and finally black marker to once again highlight the original drawings.

Each week as they worked, the group shared about their experiences with recovery. "The consistency of coming back to group keeps me positive," a member shared. "It makes me more aware and keeps me on the right track." One first-time attendee said, "I've been on the suboxone program for about two years now, but I was kind of struggling during the pandemic, so my Provider recommended I come to Recovery Community. It's been really helpful." Suboxone is a medication prescribed to help treat Opioid Use Disorder (OUD). LCHC's Substance Use Treatment services include comprehensive medical care, medications, behavioral health services, and social work support. Recovery Community unites all these with the added benefit of peer support.

Many agreed while they talked and painted that keeping busy is a key factor in staying focused on their recovery goals. One man shared, "It's important to have something to do with your time. You could pick this up as a hobby," he says while gesturing to the artwork with a brush in his hand, "and keep your mind off negative thoughts."

The completed work of art now serves as the beautiful cover of this report. If you look closely, you'll see sketches, symbols, colors, and textures that relay the hard work, determination, and resilience of each person that contributed to it. When these individual components come together, they tell a strikingly colorful and dynamic story – reminding us of the beauty that comes through weathering hard things together.



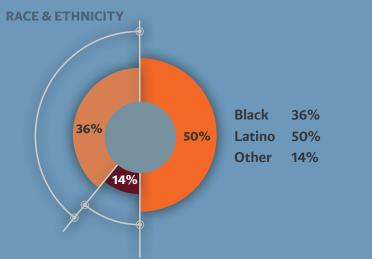


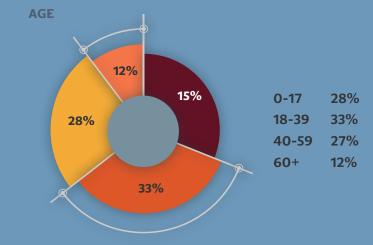


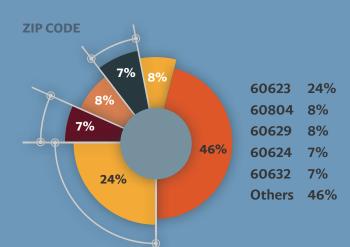


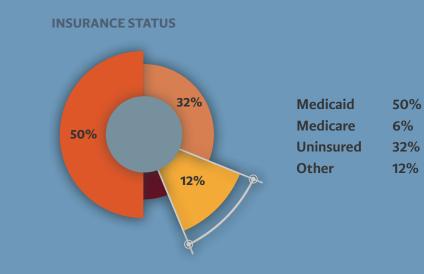


ACTIVE PATIENTS 69,685









WE'RE THANKFUL FOR YOU! The following pages contain the names of our generous partners who have contributed to LCHC's work and mission during FY21. We are so grateful for every gift of support and the impact that they've had on our community.

OUR DONORS

\$50,000 +

Blue Cross Blue Shield of Illinois IlliniCare Illinois Children's Healthcare Foundation United Way Worldwide & Black Entertainment Television



\$10,000 - \$49,999

Advocate Bethany Hospital Community Health Fund Ann & Robert H. Lurie Children's Hospital of Chicago Chapin-May Foundation of Illinois Chicago Bulls Community Assist Fund Colonel Stanley R McNeil Foundation, Bank of America, N.A., Trustee

Concepcion Liang Fredrick Henry Prince Testamentary Trust G.A Ackermann Memorial Fund, Bank of America,

N.A., Trustee Harry and Jeanette Weinberg Foundation Joe Hogan Michael Reese Health Trust Polk Bros. Foundation Ron & Mary Simon

VNA Foundation William G. McGowan Charitable Fund. Inc Anonymous (2)

> In October of 2020, we grieved the passing of our beloved friend and Board member, Jill Bradley. Jill's joy, humility and wisdom has been deeply missed. We honor Jill's life and the legacy that she has left in our community.

\$1,000 - \$9,999

Adam Romeiser Jr.

in honor of Adam Romeiser III and Julia Romeiser

Alexander & Susan Zera

Andrew Peters

Barnabas Foundation

Drs. Ben & Alia Preyss

Dr. Bruce & Vicki Rowell

Daniel Huang

Daryl Lim

in honor of Jennifer Cheng & Megan Song

David Bell

Drs. Sandra Hoogland & James Melia

Drs. Chris & Irene Chalokwu

in honor of Jill Bradley

Eleanore Whelan

Eric Kaiser

in honor of The Widow's Jar Foundation

Ethan Rii

Frontline Foods

Grainger

Illinois Tool Works Foundation

Tane Guelich

Joe & Betsy Roche

John Scott Groch

Ionathan Riddle

Juan Chediak

Kevin Stough

Landon Frye

Lawrence's Fisheries

Lisa & Dave Wilcoxen

Lockton Companies - Midwest Series

Matthew & Nicole Buehler Michael & Irene Fern Michael Richman Mr. & Mrs. Joseph Chung Optometry Giving Sight Richard Koegel Roger & Martha Cortez Samantha Stough Stephanie Arias Susan Schaefer The Binns Charitable Fund. Inc. The Cha-Ching for the King Fund Thomas Suk Thomas Wiesman Tim Kountz Wayne Hsueh Anonymous (6)

LCHC offers a special thank you to community partner I Am Able for supporting the mental health needs of our community.

\$500 - \$999

Brian Gannon
Charles Capps
David & Dorothy Berry
Eleanor Flinn
Esther Lin
Franchella Jennett
John & Linda Koetz
John & Suzanne Kilner
Julia Briggs

in honor of Dr. Sandra Hoogland

Julia Wildman

Justin & Traci Hoogendoorn

Karyn Herndon

Keila Bazile Dr. Keith So

Kristin Andrews

Mary Hopper Welander

Mary Kaszuba

Michael Anderson

in honor of Sprout Home

Noah Costabilo

in honor of Noah Costabilo

Dr. Philip & Kathleen Maskall

Rob & Renata Tuggy

in honor of Katrien Tuggy

Ryan & Christine Buchholz Sharon & Thomas Ozinga

Sharon Yount

in honor of Michaela Yount

Terry Johnson

Theodore O'Keefe

Dr. Thomas Huggett

Vanguard

Vinay Kumar Anonymous (5)

\$100 - \$499

Adam and Teresa Brumfield

in honor of Anna Fikkert

Aiisya Williamson Alexis Hoogendoorn

Anita Weinberg

Anne & Wayne Gordon Bethany & Luke Alberts

Bethany Pereboom

Bob & Ita Fischer

Bruce & Dr. Kathryn Miller

Butterfield Memorial Foundation

Dr. Catherine and David Lin Charles & Mary Jean Weis

Charles Neiss Cheryl Flinn

in honor of Christopher Flin

Christine Chang

Dana Midura

Dr. David Buchanan

David Doig

David Hill

Deanna Hurley

Donna Shank

Doug & Kate Elwell

Ellen Dec

Elly Budiman M<mark>ak</mark>

First Baptist Church of Oak Park

Fredric Kinsey FrontStream

Gail Nelson

in honor of Jill Bradley

Gerald Sendra Geraldine Stroka

Greg & Carolyn Kirschner

Heather Ipema Howard Hoff Ian Treat

James & Emily Hwang Jennifer Quinn Morales

Jerry Stromberg

Jess & Ryan Moore

Jesse & Theresa Warfield

Jill Hancock
Joanne Sullivan

Jose & Sylvia Del Raso

Josh & Emily Sauerman

Kaleen Healey Dr. Karen Scurry

Kurtis Kaechele

in honor of Bruce Miller

Larry Anderson

Lawrence Spencer Lester Chambers

Lia Smith

in honor of Sam Smith

Lillie Romeiser

in honor of Adam Romeiser Jr.

Linda & Rob Rice

in honor of Lydia & Abelardo Colin

Lofti Hadad & Roula Chad

in honor of Michelle Hadad

Michelle Gittler

Miguel Martinez

Parkview Presbyterian Church USA

Patrick Desire Preston Lewis

Richard Juarez

Rick & Marcia Geu



For the last several years, LCHC has worked to provide residents of several local homeless shelters with Christmas gifts. Because of the generosity of LCHC's donors, our team was able to reach over 1,000 individuals with Christmas gifts in 2020!

Robert & Mihaela Hegstrom Rochelle Foster Ryan Bowman Sarah Berg Sarah Polcher

in honor of Ben and Bri's wedding

Sean Birmingham Stephen Soneson Steven Roy Susan Lloyd

in honor of Richard Townsell

Suzanna Zavaleta

Timothy & Kristin Hakanson

Todd Raarup

Vanesa Thompson

Wayne Rowell

Wesley Swanson

William Ipema

Anonymous (14



\$50 - \$99

Allen & Marcia VanderPol

in honor of Anna Fikkert

Alyssa Sianghio Andre Gordillo

Dr. Basel Al Aswad

Bonnie Zigterman

Catherine Lee

Christie Wang

Christina Baik

in honor of the Feast of St. Nicholas

Christina Clemons

Cristina Alvarez

Elaine VanStaalduinen

Gwen McDonald

in honor of Jill Bradley

Hazel Brewer



Henry Lewis
Hetty Budiman
Jeanette Lee
Jeffrey Kasnick
Linda Henderson
Lynne Townsend
in honor of Andy John and Linda

in honor of Andy, John and Linda Koet
Margie Garcia
Marjorie Kelly

Melissa Flanigan Michael Briggs

in honor of Anna Fikkert

Paul Chambers

Paul Venarchik

Randee Adams

in honor of Ryan, Emily & Sadie Fabrizii

Rob & Brian Gesch

Robin Johnson

in honor of Jill Bradle

Wendy Kinnane Anonymous (3)

Up to \$50

Chelsea Johnson Cheryl Salter

in honor of Vietnam Vetera

Collette Duplessis

Diana Johnson

Kelsey Nygaard

Kerlly Bernabe Marguerite Tate

in honor of Jill Bradle

Myrian Salazar

Robert Kelly

Dr. Sabrina Reed

Stephen Makino

Vivian Ojikutu

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



GOVERNMENT GRANTS AND CONTRACTS

Access Community Health Network Chicago Department of Public Health Illinois Department of Human Services

Illinois Department of Healthcare and Family Services

Illinois Department on Aging

Illinois Department of Public Health

Public Health Institute of Metropolitan Chicago

Rush University System for Health

Sinai Chicago

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

Our work at Lawndale Christian Health Center depends on strong networks of partners. Our mission to provide quality, affordable healthcare is not possible without other communitybased organizations that care deeply for the West Side.

SERVICE PARTNERS:

Breakthrough Urban Ministries Chicago Botanic Garden Chicago Homelessness and Health Response Group for Equity (CHHRGE)

Christian Community Development Association Christian Community Health Fellowship

Foundation for Homan Square

Franciscan Outreach

Harmony Community Church

Homan Square Community Foundation

Illinois Department of Human Services

a Villita Community Church

Legal Council for Health Justice

New Life Community Church

North Lawndale Community

Coordinating Council

Operation Brotherhood

Pacific Garden Mission

Primo Center

Safety Net Learning Collaborative

The Salvation Army Freedom Center

Sinai Urban Health Institute

University of Illinois at Chicago

Westside Association for Community Action

West Side Heroin/Opioid Task Force

West Side United

HEALTHCARE PARTNERS:

Above and Beyond Family Recovery Center Cook County Health and Hospital Systems FQHCs of Chicago Gateway Foundation Haymarket Center

I AM ABLE Center for Family Development, Inc. Illinois Primary Healthcare Association

Medical Home Network

Meier Clinics

New Age Services Corporation

Rush University Medical Center

Saint Anthony Hospital Sinai Chicago

Thresholds

Trilogy Behavioral Healthcare

UI Health

MISSION PARTNERS:

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

