

TRANSFORMATION

ANNUAL REPORT 2015



LAWNDALE CHRISTIAN
HEALTH CENTER

Loving God. Loving People.

CEO LETTER

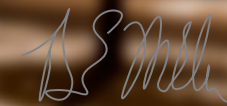
In the world of medicine, the word 'transformation' normally conjures up images of technological miracles found in our nation's amazing academic medical centers. As a faith-based primary healthcare provider, we use the word 'transformation' in reference to softer, more personal transformations. The core of our work is built on relationships. Our minds are drawn toward Biblical stories of transformation, like the story of Jesus and the Samaritan woman at the well in John 4. Her difficult life was undoubtedly transformed, but not through technology. It was a simpler moment. For the Samaritan woman, Jesus modeled the ministry of presence – extending dignity, grace, and hope. When we are at our best, our mission follows that model.

We design our services to embrace the value of presence. We want each of our nearly 57,000 patients to feel known by their care givers. The patient experience is designed so that patients are seen by a familiar Care Team and people they know. Our journeys are shared. Our collective hopes are for healthier lives – physically, emotionally, and spiritually. Our 500 incredible employees embrace these values, seeking to touch the lives of our patients in transformative ways.

This year our health center made a programmatic transformation providing services in a whole new way. The Mobile Health Team began their work in November 2014 and in eight months provided care for nearly 1,000 people who experience the challenge of being homeless. We are deepening our mission to care for the most vulnerable among us.

Our 31st year of service was a good year. We continue to be a very fortunate organization. We strive to be a great place for people to work, a great place for patients to receive care and an excellent steward of our financial resources. We appreciate you for partnering in our great mission.

Thank you.





Chelsea Johnson
Chelsea Johnson
 Vice Chairperson

Jill Bradley
Jill Bradley
 Chairperson

B. Miller
Bruce Miller
 CEO

About Us

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.

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It's an icy early morning at a local Chicago shelter when a small team arrives and starts to set up their gear. Soon, Maria's laugh can be heard reverberating through the building and warming up the atmosphere. Maria has a gift for connecting with people, and people experiencing homelessness are no exception.

This year, LCHC added a new model of medical care to make an even deeper impact with those most vulnerable. The new 'Mobile Health Team' brings together nine outstanding primary and mental health providers, and support staff like Maria, to provide specialized medical care for people experiencing homelessness. Traveling across the West Side of Chicago, the team offers critically needed healthcare within the trusted setting of homeless shelters, setting up 'exam rooms' out of a suitcase full of medical equipment and supplies.

It's estimated that one-third of homeless adults suffer from severe mental illness. Complex medical problems including substance abuse, HIV/AIDs, and chronic disease are compounded by unstable housing. Finding a safe place to sleep and something to eat is a daily struggle. Many have experienced injustice and victimization. These unique barriers make it difficult to schedule a traditional medical visit and leave many people experiencing homelessness without access to quality healthcare that fits their needs.

By bringing medical care out of the exam room and directly to those most in need, LCHC is transforming the idea of accessible healthcare –proactively seeking out those who are facing the most difficult circumstances. The team works together in constant communication and listens closely to the concerns of patients. The Mobile Health Team addresses immediate healthcare issues and improves underlying health challenges. By reaching out to those most vulnerable, LCHC is helping patients build the tools for a stable lifestyle, employment, and transformed lives.

TRANSFORMING CARE



BUILDING TRUST

For 20 years, Dr. Tom Huggett has dedicated his medical practice to the complicated and challenging work of homeless healthcare. As Medical Director of Mobile Health, he leads LCHC's new team with a gentle spirit and calm confidence. Dr. Huggett knows that taking medical care out to shelters is different from the way most people experience healthcare. But homelessness is a complex problem. Healthcare for the homeless must overcome the unique social, emotional, spiritual, and physical barriers patients face each day.

"We have the privilege of entering into another person's life, as they tell it. Sometimes it's basic needs like caring for feet and assisting with medication. **Our team is enriched by the stories patients tell us, hearing their resilience and faith in the face of addictions, severe mental illness, untreated medical problems, painful feet, social isolation, lack of opportunity, racism, and victimization.** With all of this going on, some aren't interested in healthcare. Then, this work can be as simple as giving a card and saying 'If you ever need us, we're here.' We can never really tell how God will work through that."

But Dr. Huggett has personally seen that God truly transforms lives through the simplest gestures of care. "I've seen a guy who I treated 5 years before, and he shows me my business card that he's kept for 5 years. I had a lady recently give me a hug and say '15 years clean!' I treated her back when she was using, when she was homeless. We helped her get treatment for Hepatitis C. Now she's healthy, taking care of grandkids, lost 50 pounds, and even helped her brother get clean and find a place to live. Stories like these aren't common enough – there's still work to be done. But if Jesus asks us to do this work, and we're called to do it then we must do it, as best we can."



MEASURING IMPACT

LCHC Highlights FY2015:

- 31 new providers hired
- 159,309 prescriptions filled
- 29% growth in Behavioral Health
- 2,847 pregnant women receiving care
- 38% of patients receiving service in Spanish
- 21% growth in Optometry
- 198,137 Fitness Center Visits
- 79% of patients living below the poverty line
- 75,050 Café guests served
- 9 homeless sites served





FAITH &

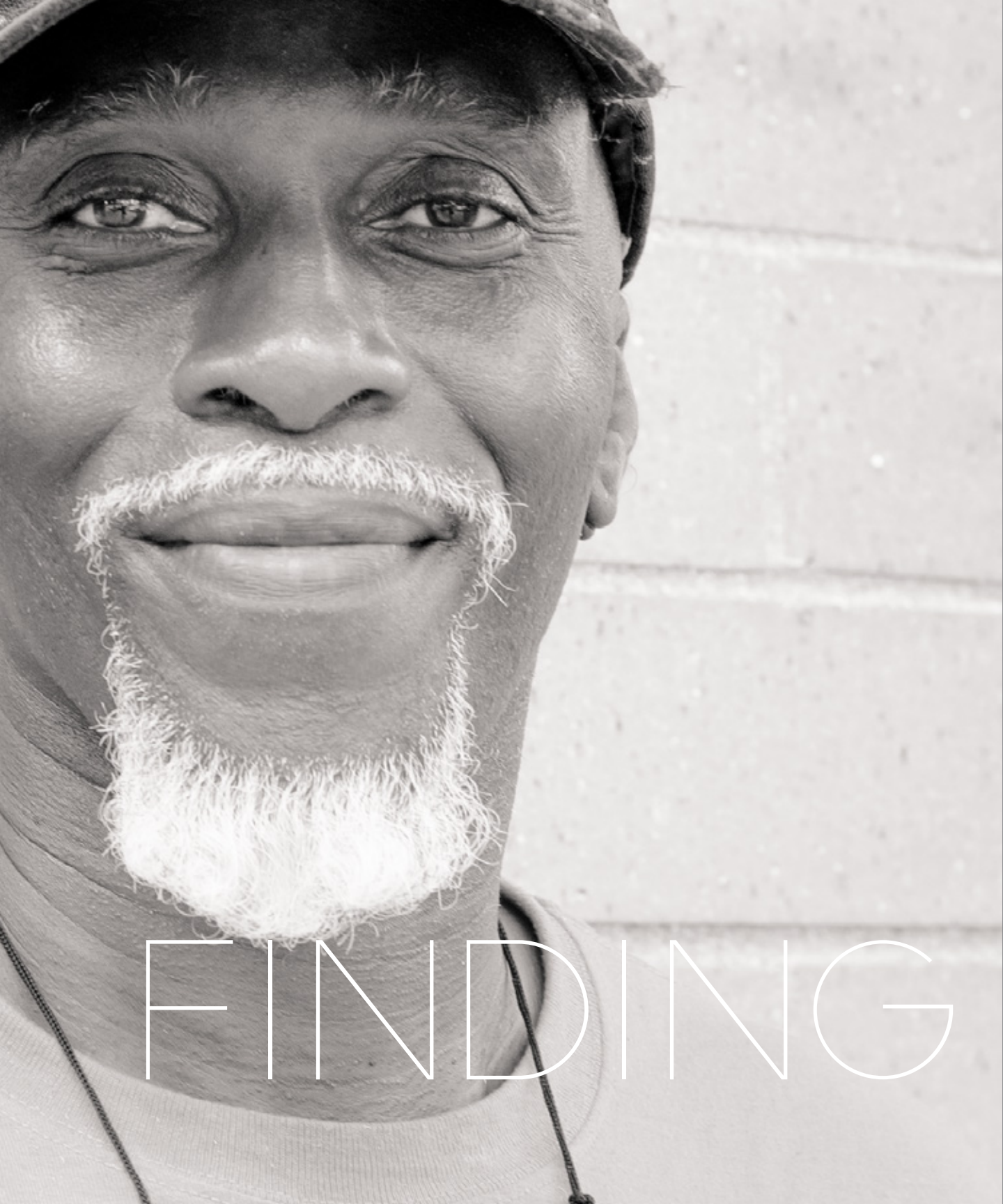
MEDICINE

In her first year of medical school in the UIC Urban Medicine Program, Simone Asare joined the Young Doctors Club a mentoring program that introduces youth in underserved neighborhoods to professions in healthcare. As a mentor, Simone shared her passion for family medicine and public health with North Lawndale high school students.

Through Young Doctors Club, Simone attended a lecture hosted by LCHC about the intersection of faith and medicine. There, she learned about the Faith and Urban Healthcare clinical student rotation program at LCHC. Dr. Chris Flinn, Director of the Student Rotations, shared about the goal of the program. “We do not know all of the answers, nor have we fully imagined what Jesus’ ministry in a modern healthcare center might look like. Rather, we hope the rotation sparks questions about a student’s profession and calling and connects them to a larger community within medicine that can accompany them on that journey.”

Simone was hooked and applied for a spot in the program. As a student she gained hands-on experience at several clinic locations and homeless shelters. “It was nice to see the breadth of primary care medicine at LCHC. The atmosphere is very warm,” she shared. “I think patients recognize that providers care about how they are doing as a person and not just dealing with the acute issue at hand and moving on. It was a breath of fresh air.”

For Simone, the experience had a profound impact on her professional journey. As she reflects, **“Holistic care is something that I value, and it is transformational to see examples of how to actually do that. Students just don’t get opportunities to be sensitive to God’s spirit or figure out the best ways to talk about it with patients. I had that here. That’s something I’m going to take with me for the rest of my life.”**



Vincent smiles brightly as he sits down to share some of his story. An artist with a passion for painting, Vincent spent much of his life moving around the country to pursue his dreams. Eventually he moved to Chicago for family. But things didn't work out as planned and Vincent found himself in a life of homelessness on the streets of Chicago.

Eventually, Vincent found support and a safe place to stay at the Breakthrough Men's Center. In his own words, **"I've finally found a community that felt like home."** He joined their running club and workforce training program. But he was nervous to try the medical services offered by LCHC at the Men's Center. Years earlier, Vincent had a traumatic experience at a hospital in Florida. When he tried to file a complaint about mistakes made by hospital staff, he wasn't taken seriously. Vincent's experience caused him to lose trust in the very services, organizations, and people who should have helped him. For many experiencing homelessness, Vincent's story is far too familiar.

Fortunately, Vincent's story doesn't end there. After hearing and seeing great things about the Mobile Health Team from friends at Breakthrough, he started warming up to the LCHC team and eventually became a patient too. Soon after, Vincent was out running as part of his training program but wasn't feeling well. He passed out on the sidewalk. Eventually, a passerby called an ambulance. "I wasn't as nervous about going to the hospital this time. I knew I could talk with my friends from LCHC if I needed help," Vincent recalls. One medical visit at a time, LCHC is working to break the cycle of distrust. Now Vincent can smile a bit brighter, run a little faster, and achieve his goals with friends he can trust by his side.

FINDING

HOME



REMEMBERING SIONY

Dr. Nikhil Siony faithfully served the patients of LCHC for nearly a decade. His life of service was cut short by a tragic car accident on October 20, 2014, but his legacy continues to have an impact. Staff continue to draw inspiration for their ongoing service by remembering Dr. Siony's compassionate care. Dr. Adam Romeiser III, a fellow internal medicine doctor at LCHC, shares how Dr. Siony inspires his own service to patients. **"Nikhil saw each patient's humanity in its fullness, as body and soul. He would take extra time to pray and offer counseling while always using his medical expertise to heal bodily ailments and manage chronic diseases."**

In constant service to patients and his staff alike, Dr. Siony's absence is deeply felt. Staff who worked closely with him knew him to be a faithful servant with a great sense of humor and strong desire to live out the gospel of Christ in his daily work.

"What stood out to me was his willingness to go out of his way to help other staff," Dr. Romeiser III shared. "Simple acts of kindness marked the man whose impact at LCHC will never be forgotten."

Financial Statement In Thousands ¹

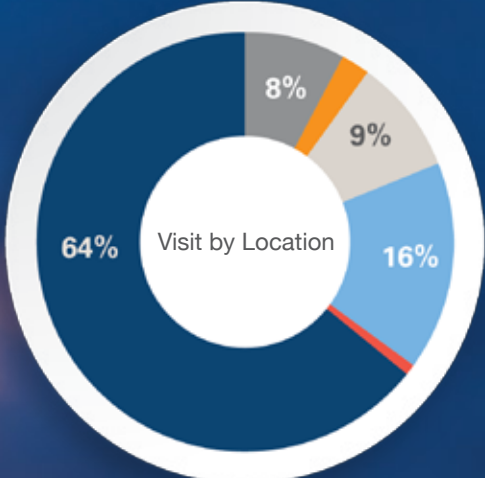
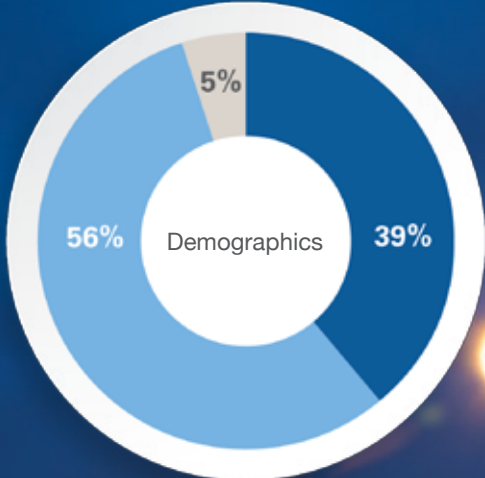
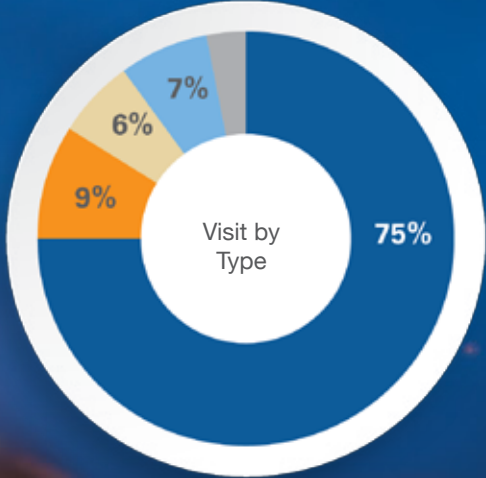
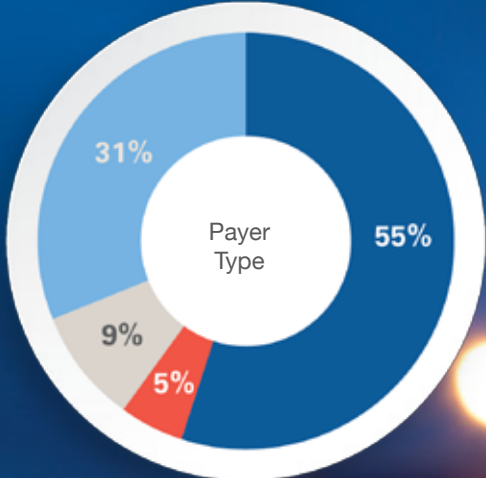
Revenue	2015	2014
Net Patient Services	29,652	28,428
Contributions, Grants Others	13,285	12,444
Total Operating Revenue	\$42,938	\$40,872
Expense		
Medical Services	28,720	27,466
Social Services	6,701	5,510
Management and General	6,298	5,917
Total Operating Expenses	\$41,719	\$38,893
Non-Operating Revenue	\$890	\$762
Revenue in Excess of Expense	\$2,109	\$2,741
Capital Grant Revenues (excluded from above)	-	346
Net Changes in Unrealized Gains on Investments	79	1,303
Contribution Revenue	272	3,061
Increase in Net Assets	\$2,302	\$7,451

Balance Sheet In Thousands ¹

Assets	2015	2014
Cash and Investments	31,280	29,825
Accounts Receivable	5,602	3,820
Notes Receivable ²	16,150	16,150
Other	29,853	30,700
Total Assets	\$82,885	\$80,495
Liabilities		
Current	3,920	3,753
Other	29	108
Long Term ²	23,820	23,820
Total Liabilities	\$27,769	\$27,681
Net Assets	\$55,116	\$52,814

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 (2017).

CLINICAL OVERVIEW



Payer Type	Patient Count	Percentage
Medicaid	31,311	55
Medicare	2,846	5
Other	5,124	9
Uninsured	17,648	31
56,929		

Demographics	Patient Count	Percentage
Black	22,203	39
Latino	31,880	56
Other	2,846	5
56,929		

Visit by Type	Visit Count	Percentage
Medical	141,348	75
Nurses	17,169	9
Behavioral	11,268	6
Dental	13,460	7
Optometry	5,423	3
188,668		

Visit by Location	Visit Count	Percentage
Archer	14,442	8
Breakthrough	4,058	2
Farragut	16,420	9
Homan	29,954	16
Shelters	1,687	1
Ogden Campus	122,107	64
188,668		



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JB and MK Pritzker Family Foundation

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 Breakthrough Men's Center
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 Habilitative Systems Inc.
 Hand-n-Hand Outreach
 The Primo Center for Women and Children
 Walls Memorial Overnight Shelter

In Memoriam: Dr. Steven Thiam Hok Chiu, Volunteer Radiologist

May 2, 1934 – February 13, 2015

Dr. Chiu was a dedicated volunteer at Lawndale Christian Health Center, serving faithfully by offering his skills as a Radiologist. LCHC is blessed to offer onsite X-rays for patients, but relies upon volunteers like Dr. Chiu to read and interpret the images. Dr. Chiu not only volunteered his medical services for many years, but encouraged other medical colleagues to give of their time as well. LCHC is extremely thankful for Dr. Chiu's many years of service, and for his many friends and family who honored his legacy through their gifts.

Joan and Richard Brinnehl
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