

# Celebrating 30 Years

Lawndale Christian Health Center | **Annual Report 2014**



## 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 health care for Lawndale and the neighboring communities.



*“We must remember that the ground and the people are sacred. God has made them so. At LCHC, our work is to remember that God has called our community to holiness, to beauty, to creativity, to wholeness, to health, to reflect what God sees. **He sees the possibilities and so must we. That is our mission. It is our high calling.**”*

Bruce Miller, CEO

**30 Years.** Lawndale Christian Health Center is celebrating 30 years of working to improve the health of the neighborhoods and people we serve. Our mission has never been more exciting or more challenging. Improved technology gives us new tools and abilities to understand the individual needs of our 55,000 patients. The Affordable Care Act is giving our patients better access to care, but also creating challenges with a proliferation of new insurance companies and payment processes. LCHC is at the front of the curve as we adapt to these changes.

Be reminded, the core part of our work has not changed. We care for one person at a time. Our work is deeply relational and deeply meaningful. A paraphrase from the Bible would be, "If we have the gift of diagnosis and treatment, but do not have love, we are nothing." Our patients hope to be cared for – not just receive care. That is our desired legacy as we consider our past 30 years and look to the future. These values are what make the work of each of our employees so incredibly important. Our patients and visitors come to meet each of us, and our response is best when it's built on the selfless love modeled by Jesus. This is the foundation we started on 30 years ago and still motivates us today.

In this annual report, you will learn about our heritage and the people who have made it so special. You'll hear from long-time patient, Guy Moore, on his experiences with quality care from LCHC over the years. Bobbie Steele, one of our founding patients, will describe the importance of LCHC with a personal story. Finally, you'll hear from one of our original providers, Dr. Ziegler, as he explains what motivates him to continue serving at LCHC for 30 years.

As we look ahead, our commitment to the people and the communities we serve has not changed, even as we grow and move into new communities like Garfield Park. We look forward to getting to know our newest patients and being a part of their lives. Thank you for joining us and being part of our work.



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Bruce Miller  
CEO



Richard Juarez  
Vice Chairperson

## Letter From the CEO & Board of Directors

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Jill Bradley, Bruce Miller, Richard Juarez

# 30 YEARS OF LOVING GOD AND LOVING PEOPLE

## OUR GROWTH OVER 30 YEARS

# 1984 2014

**11** PATIENTS SERVED PER DAY IN 1984  **535** PATIENTS SERVED PER DAY IN 2014



FROM **4,000** TO **163,097**  
Patient Visits Per Year



FROM **3** TO **100**  
Providers



FROM **5** TO **98**  
Exam Rooms



FROM **5** TO **453**  
Staff



FROM **1** TO **5**  
Clinic Locations



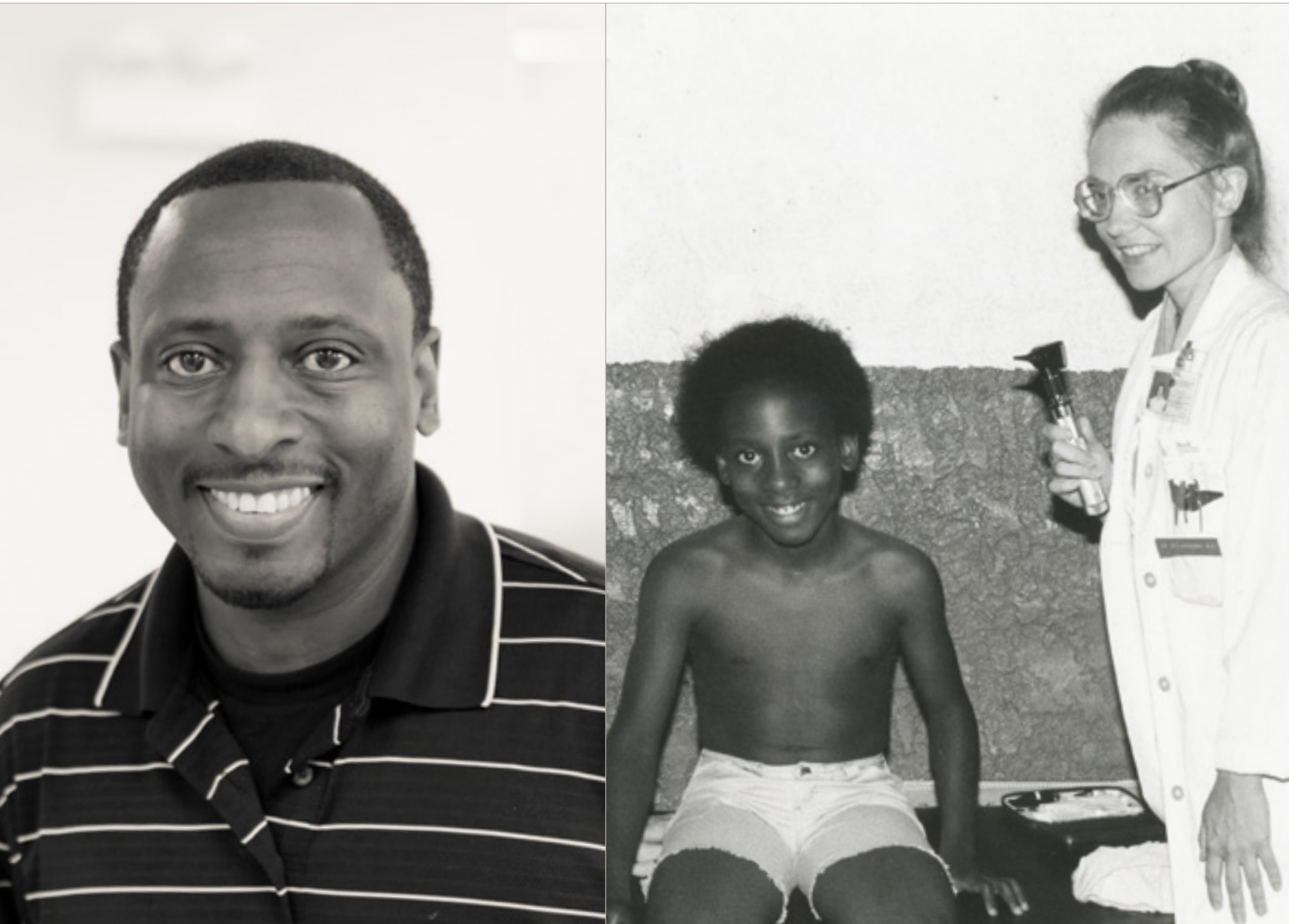
## A LEGACY OF EXCELLENCE

Young and uninsured, families in North Lawndale had few options for healthcare for themselves and their children in 1984. Businesses, residents, and doctors alike had fled the struggling community. A few doctors and a small group of dedicated residents stepped up to meet the pressing medical needs of their neighbors. With hopes of obtaining quality health care and at a price they could afford, Guy Moore and his mother walked through the doors of the newly opened Lawndale Christian Health Center. At the age of 12, Guy became one of LCHC's first patients.

As the years passed, Guy continued to come to LCHC, bringing his own children to LCHC for their care. When an LCHC provider recently delivered Guy's first grandchild, the Moore family began a fourth generation all currently receiving quality care from LCHC. Guy has seen first-hand how LCHC has made an impact on both the community and the lives of families. "Seeing what the clinic was like at the beginning and how things have changed for the better, it's a blessing to still be a part of LCHC after all these years."

Sometimes, it's the small things that make a big difference, like when staff greet him by name each time he visits the clinic. The family appreciates the bigger things too, like longer hours. Evening and weekend hours let Guy and his kids visit a doctor without needing to miss work or school.

When asked why he and his family have stayed here all these years, Guy shared "I have the ability to receive health care from some great physicians. They have some wonderful people who really care about the well-being of others and go the extra mile to make you feel special."



Guy Moore with one of our first doctors, Dr. Janice Rossbach

*"They have some wonderful people who really care about the well-being of others and go the extra mile to make you feel special".*

*“I hate to think what would have happened to me without the care and compassion of LCHC.”*

## A COMMUNITY OF CARE

More than a health clinic, LCHC is an organization built for and by the local community. Bobbie Steele, longtime Lawndale patient and former Cook County Commissioner, affectionately recalls some of her favorite early memories at the clinic, such as selling cookbooks to help fund a new gym floor and even helping with the construction of the original exam rooms. “I am just as much a part of this building as the bricks here,” she shared.

“Lawndale has great reach within the community,” Bobbie notes, “with so many of the services people need under one roof.” Early on, aerobics classes helped her build a lifestyle of wellness as a young woman, and decades later she still participates in LCHC’s 5K and Silver Sneakers fitness programs. The local focus and care for each individual keeps her coming back.

**“I hate to think what would have happened to me without the care and compassion of LCHC,”** Bobbie shared as she recalls a powerful moment she shared with Dr. Janice Rossbach. “I went to the hospital with an extremely high fever and intense pain. The line was lengthy and I was told I had to wait. The pain was so bad, I told my husband to bring me to LCHC so that I could get immediate care. When I arrived, I instantly met with Dr. Rossbach who discovered that the infection was much more severe than expected. She immediately called the hospital and urged them to admit me right away. If not for her, I might not be here today.”

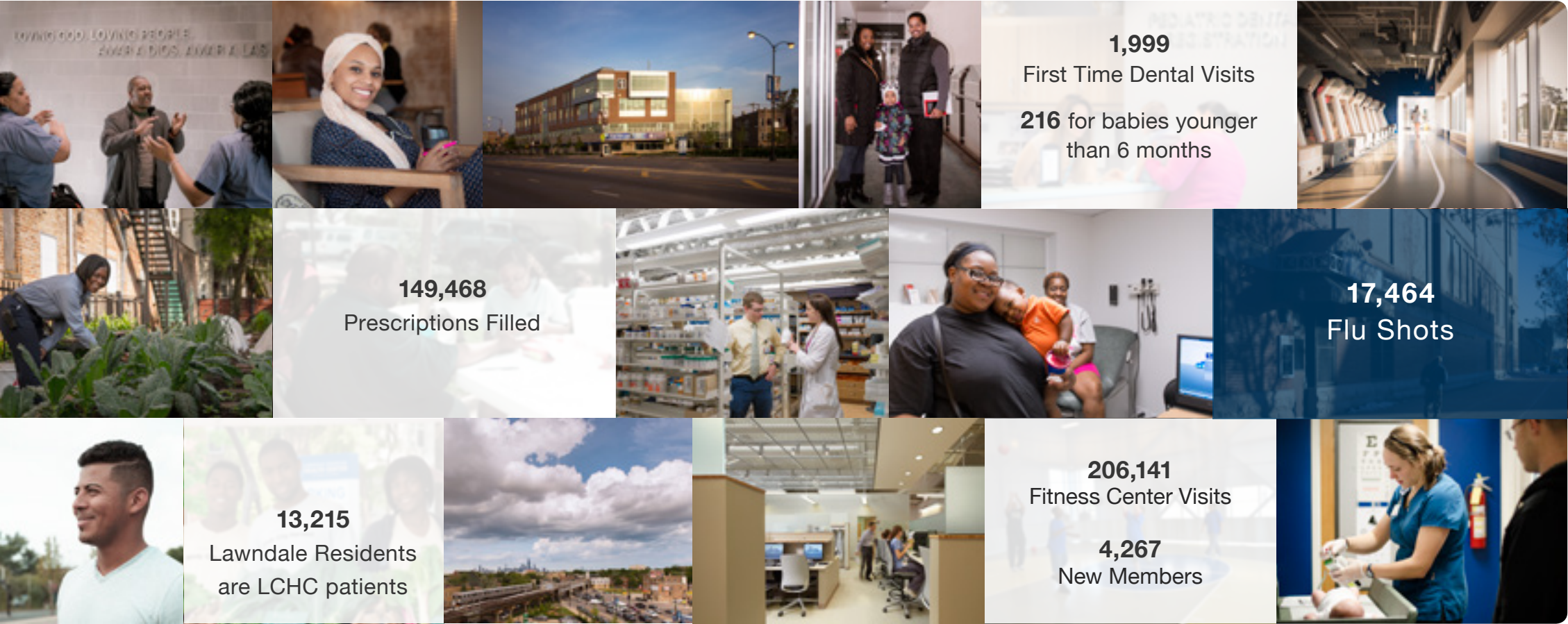


# 2014

## OUR IMPACT IN NUMBERS

**VISITS 163,097**

Behavioral Health - 8,661 Visits  
 Dental - 12,128 Visits  
 Optometry - 4,491 Visits  
 Medical - 137,817 Visits



**1,999**  
 First Time Dental Visits  
**216** for babies younger  
 than 6 months

**149,468**  
 Prescriptions Filled

**17,464**  
 Flu Shots

**13,215**  
 Lawndale Residents  
 are LCHC patients

**206,141**  
 Fitness Center Visits  
**4,267**  
 New Members

*“The need is still there, and I pray that we have many more years of growing and serving.”*



## SERVING IN FAITH

After thirty years of serving a single community in need, many people might feel stuck. Worn out. Frustrated. Dr. Richard Ziegler, Director of Dentistry, has none of these feelings. After thirty years of serving the Lawndale community, his smile still beams as he talks about what drew him to Lawndale and why he has stayed for three decades.

“I count it all as a privilege, even the frustrations. When you start at the beginning of something, you get drawn in. You can’t just leave halfway through. I feel so blessed to have seen our humble beginnings and I’m so proud of where we are today. God has been doing such amazing things. I’ve gotten to see it all, and I’m thankful for that.”

“When I started volunteering back in 1984, we set up a dental chair in what felt like a closet,” he recalled. “We were all so excited to be there to serve. No one was getting paid, so you wouldn’t be there if you didn’t love it. Then and now, my heart just can’t get past the need.”

Long before the new Health & Fitness Center building was planned, Dr. Ziegler set down blueprints for a state-of-the-art dental clinic in a department meeting with the word “Believe.” Years later, their prayers would be answered. With the recent growth, Dr. Ziegler has been able to shift focus to help equip new staff. “Leaving a legacy, casting a vision of mission-minded service to God...nothing is more exciting to me now. The need is still there, and I pray that we have many more years of growing and serving.”



# LOOKING FORWARD

## Building Upon a Strong Foundation

What started as 13 empty lots at the corner of Carroll & Kedzie Avenue on the West Side of Chicago has become a beacon of hope for many in the community. As beams are installed and flooring is laid, job applicants are interviewed and plans are made for the future. We are excited to join with Breakthrough Urban Ministries as we expand our clinic site locations to include a 10-exam room clinic in their new building in Garfield Park.

Garfield Park, which neighbors Lawndale on the north, is one of the most violent neighborhoods in the entire city. In a climate of poverty, violence, and gang activity, there is hope because of the work that LCHC and Breakthrough are doing alongside residents of Garfield Park.

Nearly half of the households in Garfield Park live below the poverty line and the unemployment rate is at 25%. Many residents do not have access to healthcare – rates of obesity and heart disease are alarmingly high and the life expectancy is an average of ten years shorter than other areas of our city. We believe that these health disparities can and should be addressed. Ten new exam rooms will meet overwhelming demand for medical services for 6,000 additional patients each year for healthcare needs ranging from prenatal care to children’s health to internal medicine.

As Jonathan Wildt, LCHC’s Chief Operating Officer, recently shared, **“We believe that physical wellness goes beyond the exam room. That’s why we’re excited to partner with Breakthrough by providing this resource of medical care in a building where so many other needs are being met.”** The resources available in this new building - a fitness center, gym, café, preschool and daycare - are so important to the community of Garfield Park, with the potential to transform one of the most violent neighborhoods in our city to one where children thrive and families prosper.



*“We believe that physical wellness goes beyond the exam room. That’s why we’re excited to partner with Breakthrough by providing this resource of medical care in a building where so many other needs are being met.”*

## FINANCIAL STATEMENT

IN THOUSANDS

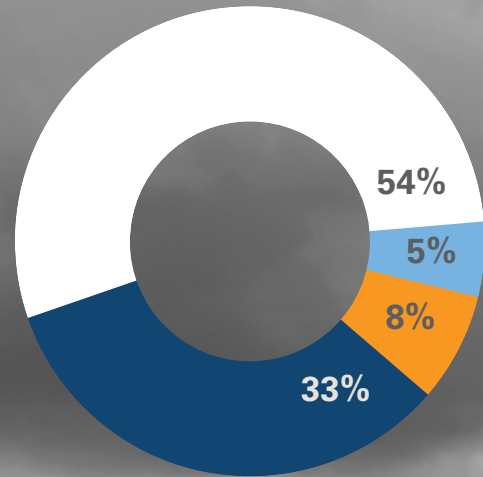
<b>Revenue</b>	<b>2014</b>	<b>2013</b>
Net Patient Services	28,428	25,490
Contributions, Grants, Other	12,444	10,741
<b>Total Operating Revenue</b>	<b>\$40,872</b>	<b>\$36,231</b>
<b>Expense</b>		
Medical Services	27,466	27,062
Social Services	5,510	5,145
Management and General	5,917	5,362
<b>Total Operating Expenses</b>	<b>\$38,893</b>	<b>\$37,569</b>
<b>Non-Operating Revenue</b>	<b>762</b>	<b>745</b>
<b>Revenue in Excess of Expense</b>	<b>\$2,741</b>	<b>\$(593)</b>
Capital Grant Revenues (excluded from above)	346	426
Net Changes in Unrealized Gains on Investments	1,303	356
Organization Contribution Revenue	3,061	—
<b>Increase in Net Assets</b>	<b>\$7,451</b>	<b>\$189</b>

## BALANCE SHEET

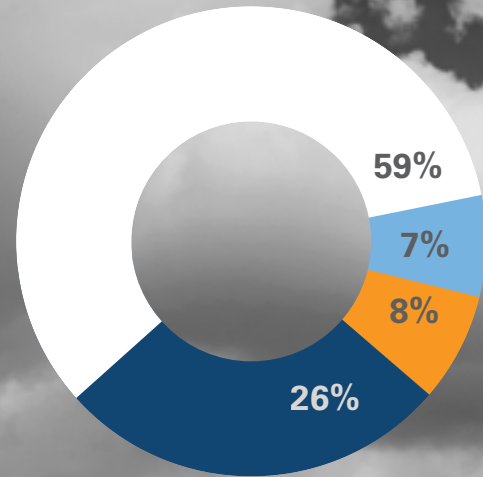
IN THOUSANDS

<b>Assets</b>	<b>2014</b>	<b>2013</b>
Cash and Investments	29,825	22,432
Accounts Receivable	3,820	3,265
Notes Receivable	16,150	16,150
Other	30,700	31,467
<b>Total Assets</b>	<b>\$80,495</b>	<b>\$73,314</b>
<b>Liabilities</b>		
Current	3,753	3,953
Other	108	178
Long Term	23,820	23,820
<b>Total Liabilities</b>	<b>\$27,681</b>	<b>\$27,951</b>
<b>Net Assets</b>	<b>\$52,814</b>	<b>\$45,363</b>

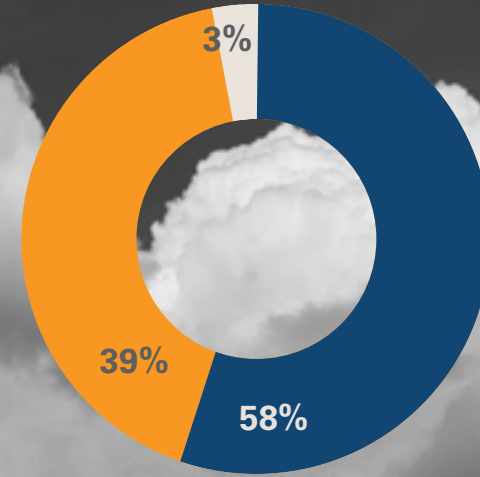
# FISCAL YEAR 2014



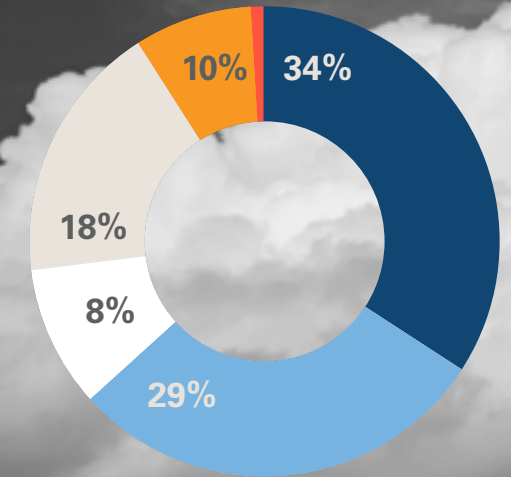
Payer Mix by Patient Count



Payer Mix by Visit Count



Patients by Race/Ethnicity



Visits by Location

Race/Ethnicity	Patient Count	Patient Pct
African American	20,489	38 %
Hispanic/Latino	31,971	59 %
Other	1,660	3 %
<b>TOTAL</b>	<b>54,120</b>	

Visits by Location	Number of Visits	Visits Pct
Ogden Main Clinic	54,878	34%
Health & Fitness	47,626	29%
Archer	15,532	10%
Homan	29,546	18%
Farragut	13,043	8%
Optometry	2,472	1%

Specialty Category	Patient Count	Patient Pct	Visit Count	Visit Pct
Medicaid	29,047	54 %	98,317	59 %
Medicare	2,815	5 %	10,409	7 %
Other	4,459	8 %	12,839	8 %
Uninsured	17,799	33 %	41,532	26 %
<b>TOTAL</b>	<b>54,120</b>		<b>163,097</b>	

# REMEMBERING DR. JERRY UMANOS

In April 2014, LCHC received the devastating news that Dr. Jerry Umanos had been killed while serving as a physician in Afghanistan. Dr. Jerry, as he was better known, was a pediatrician at LCHC for 25 years and touched the lives of countless children and families. Jerry's greatest desire was to use every skill he had and every moment of his days to be the hands and feet of Christ in service to others – whether here in Chicago or on the other side of the globe.

For nearly a decade, Jerry volunteered in Afghanistan where he compassionately cared for some of the most vulnerable patients in a place with severely limited resources. Jerry loved what he was doing. His enthusiasm was contagious, inspiring many to see the medical needs there. Over the years many LCHC staff went to Afghanistan to support Dr. Jerry's work. His Memorial Service held at LCHC this spring was a powerful testament to his love. We pray our ongoing service will honor his legacy and memory.



## DR. JERRY UMANOS MEMORIAL DONORS

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**Thank You** to all our volunteers, partners and event participants! LCHC knows we cannot achieve our mission alone and is deeply grateful for your support. Events such as our annual 5k would not be possible without the generous contributions, participation, and prayers of our many friends.



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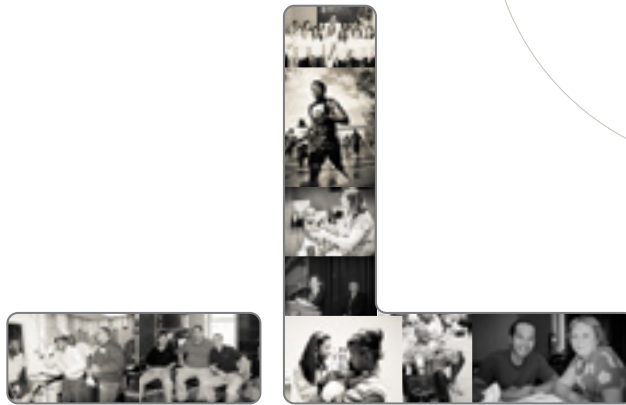
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