

Annual Report 2017

Building a Legacy



LAWNDALE CHRISTIAN
HEALTH CENTER

Loving God. Loving People.

CEO LETTER

Dear Friends of LCHC, All of us are always building our legacy. How we live and spend our time is the substance of what will be handed down to those who follow us. When we think of our legacy, we slow down and become more thoughtful, and hopefully more careful. All of us want to leave a good path that is easy to follow, a path that points the way.

After a snowstorm in the city, early walkers create footprints that make it easier to get through the snow. The path becomes even easier after the shovels come out. Every shovel makes a difference. When every household on a block does their part, a culture is built and a legacy is created. Future snowstorms are less feared because we have confidence that a shoveled path will be there.

The last twelve months have arguably been storm-filled in our country, literally and figuratively. We are reminded daily about the importance of our community health center mission which starts with the simple words, "to show and share the love of Jesus." Healing comes in many forms, but healing is never whole or real until it is connected to love. And love has its deepest meaning in the context of moments that call for healing and grace. Within the painful divisions of our society, we hope LCHC's legacy will be created every day and every moment by extending the healing hands of love and grace to each person who comes our way.

Our publications often headline with the words, "This is Lawndale Health," designed to communicate the range of our efforts. Sometimes our work occurs at deeply personal levels and sometimes at broader programmatic levels. In this report, you'll see both. And you'll find one surprise as you learn about our efforts to build a "Farm on Ogden."

I hope you'll enjoy the report. We love our work and look forward to the future with hope and optimism. Let's all grab a shovel and start clearing a good path.

Thanks for your support,



Bruce Miller, CEO



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OUR 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

- 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 San Jose Obrero Mission
- LCHC at Neopolitan Lighthouse

MORE THAN MEDICINE

Angela May smiles as she sits in the waiting room at LCHC looking into the face of her newborn son Zakhi. Soon they will be greeted by another familiar face. Zakhi is seeing Dr. Gabrielle Barber, the same LCHC physician who cared for Angela when she was young. As Angela prepared to bring her own child into the world, LCHC walked with her through each step: from pregnancy, to labor, and now as she and Zakhi begin their journey together as mother and child.

When Angela found out she was pregnant, she began attending LCHC's Centering Program with one of LCHC's certified nurse midwives, Caitlyn Dahmer. Centering is a form of prenatal care delivered over 2 hours in a group setting. "In Centering, I built close bonds with other moms," Angela shares. "Three of us were first-time moms and we all attended one another's baby showers. Now, we're already planning first birthday parties together!" The support of others starting the journey of motherhood and the wisdom she gleaned from more experienced mothers made the Centering Program invaluable to Angela as she prepared for Zakhi's birth.

Angela knows firsthand how important a supportive community is for raising a child. When Angela was six, the lives of her mother and the unborn baby she was carrying were tragically taken in a drive-by shooting. Losing a parent is always painful, but having them torn from you so young is devastating. Still, with the support of her community, her church, and especially her grandmother, Angela remained resilient and even flourished. Though Angela once considered leaving North Lawndale, she decided to stay when she found out she was pregnant. She wanted Zakhi to grow up in the same caring community she did.

When the time came to deliver Zakhi, Caitlin Dahmer tirelessly worked with Angela to help her through the process. Angela remembers, "Caitlin had to be at the clinic at 8am, but she slept at the hospital so she could stay with me, and delivered Zakhi just about 10 minutes before she had to be back." At LCHC, care is more than medicine. It's a commitment to community and a bond between providers and patients that lasts beyond an appointment time. In the case of Angela and Zakhi, it's a bond that's lasted for generations.



MEASURING IMPACT



**525
Total
Employees**

63,181
Total Patients



**14%
Dental
Growth**

20 Years
Joint Commission Accreditation



**52%
Senior
Program
Growth**



**36%
Patients
Served in
Spanish**

13,824
Flu Vaccines Given



**74,588
Café
Guests**

2,020 Patients
Gained Health Insurance



**21,926
Nurse
Visits**

571,178
Total Visits

78 Months
Average Provider Tenure



**2,285
Senior
Program
Visits**

1,178
Lawndale 5K Participants



**2.16%
Total
Visits
Growth**

154,303
Medical Visits



**440
Veggie Rx
Boxes
Distributed**



**2,476
New
Fitness
Members**

293
HIV Patients In Care



**84%
Patients
Living Below
Poverty Line**

1,347
Homeless Patients Served



**1,032
Babies
Delivered**

4,708
Cervical Cancer Screenings

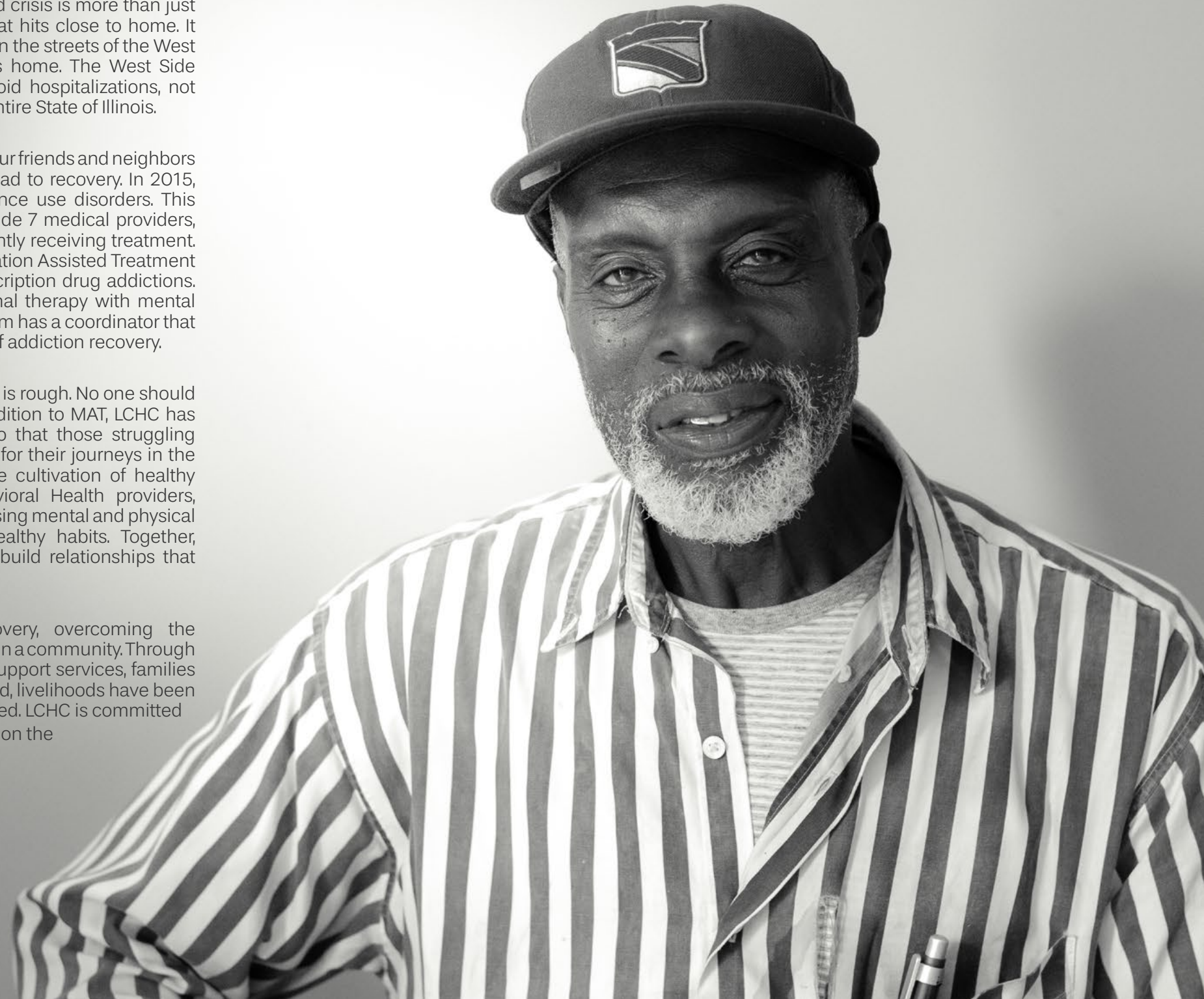
HEALING COMMUNITY

Opioid addiction is a national crisis. 91 Americans die every day from opioid overdose. Millions more suffer through the trauma of addictions. For LCHC, the opioid crisis is more than just a national headline; it is an epidemic that hits close to home. It affects friends, family, and familiar faces on the streets of the West Side of Chicago where LCHC makes its home. The West Side accounts for nearly a quarter of all opioid hospitalizations, not simply in the City of Chicago, but in the entire State of Illinois.

LCHC is committed to walking alongside our friends and neighbors who are taking brave steps along the road to recovery. In 2015, LCHC began a program to treat substance use disorders. This year the program has expanded to include 7 medical providers, and nearly 100 people have or are currently receiving treatment. The core of the program is LCHC's Medication Assisted Treatment (MAT) for those battling heroin and prescription drug addictions. LCHC's MAT program combines medicinal therapy with mental health support. Each patient in the program has a coordinator that helps people navigate the complexities of addiction recovery.

Even with treatment, the road to recovery is rough. No one should have to travel it alone. This is why in addition to MAT, LCHC has developed the Transformation Group so that those struggling with addiction can give and get support for their journeys in the form of education, goal setting, and the cultivation of healthy relationships. Guided by LCHC's Behavioral Health providers, Transformation Group focuses on addressing mental and physical health needs that begin to rebuild healthy habits. Together, members encourage one another and build relationships that empower them for success.

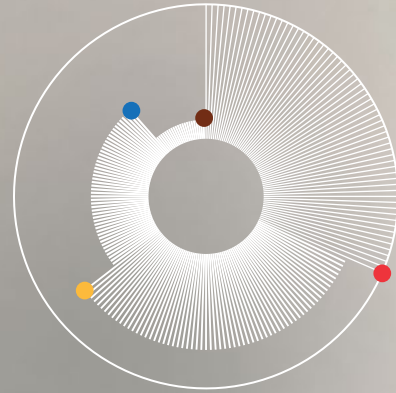
Beyond an individual's physical recovery, overcoming the roadblocks of addiction allows for healing in a community. Through LCHC's programs and the efforts of our support services, families estranged for decades have been reunited, livelihoods have been restored, and spirits have been transformed. LCHC is committed to coming alongside all those continuing on the path towards hope and healing.



CLINICAL OVERVIEW

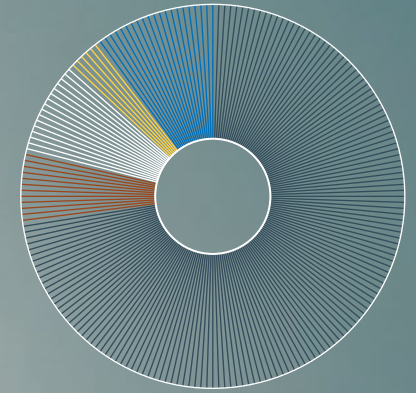
Patient Age %

0-17	31
18-39	34
40-59	25
60+	10



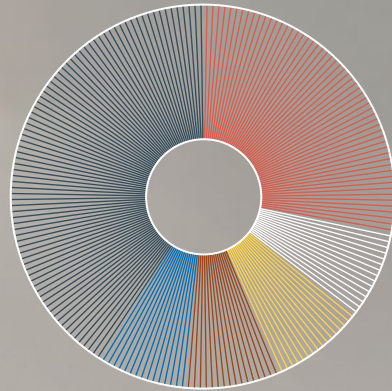
Clinical Visits Visit Count %

Medical	154,303	73
Behavioral	11,771	6
Dental	16,427	8
Optometry	7,152	3
Nurse	21,926	10



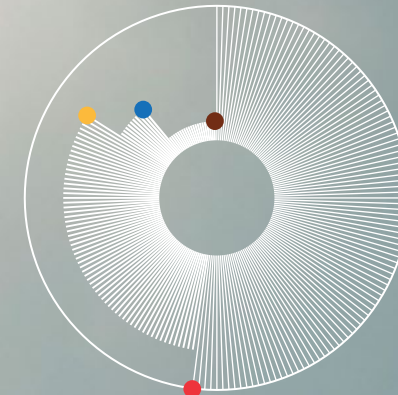
Communities Patients %

60623	17,020	27
60804	5,537	9
60632	5,010	8
60629	5,003	8
60624	4,869	7
Others	25,742	41



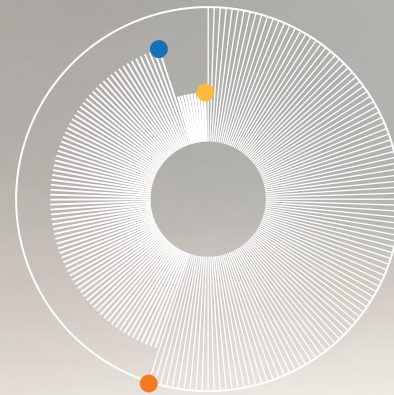
Patient Insurance %

Medicaid	52
Uninsured	32
Medicare	5
Other	11



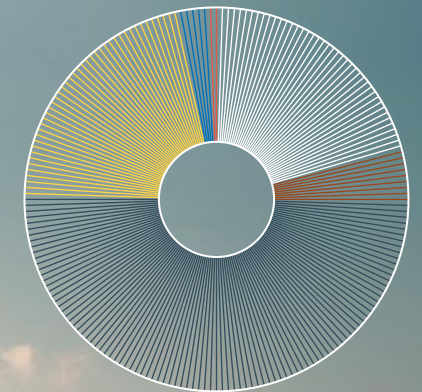
Race & Ethnicity %

Hispanic	55
Black	39
Other	6



Support Services Visit Count %

Pharmacy	78,077	21
Case Management	14,812	4
Fitness Center	179,604	50
Green Tomato Cafe	74,588	21
Conference Center	10,233	3
Senior Day Program	2,285	1



HEART FOR MISSION

The road that brought Janice Tizon to Lawndale was anything but straightforward. After a mission trip to Central and South America, Janice's husband returned and told her, "I want us to serve those most in need for the rest of our lives. I want us to be missionaries." Janice felt the call, but she had just left her job as a dental hygienist to return to school to study to become a nurse practitioner. Still, Janice and her husband committed to becoming missionaries.

Janice's work as a nurse practitioner did take her to the international mission field. She served for five years in the Philippines providing medical care to street children, fulfilling the call her and her husband felt to serve those most in need. Though Janice and her husband have now returned home to the United States, their commitment to missions has not waned. For Janice, her work at LCHC "fits with the mission of service that our family is so deeply committed to." Her heart for missions continues to motivate and inspire her approach to providing healthcare to each and every one of her patients each and every day.

After a 15-year career in healthcare that has taken her across the United States and across the globe, Janice has found a challenge and calling right here in the Lawndale community. Her work allows her to continue serving those most in need by providing care for her patients' bodies and spirits. "Lawndale is great place for taking the road blocks to quality health care out of the way for patients – that's what I like the most about working here. I'm especially focused on those really struggling with complex health challenges, like those working through opioid and substance addiction."

While Janice's journey has brought her to LCHC as healthcare provider, she hopes that those who come to her as patients leave with more than just their physical needs addressed. "Beyond good care for their physical health, I hope my patients feel cared for emotionally and spiritually. I want each person to leave my exam room knowing they are truly loved and cared for.



FINANCIAL STATEMENT¹ In Thousands

Revenue	2017	2016
Net Patient Services	32,242	30,387
Contributions, Grants, Other	17,568	15,461
Total Operating Revenue	\$49,810	\$45,848
Expense		
Medical Services	36,144	33,493
Social Services	8,019	8,168
Management and General	6,251	5,351
Total Operating Expenses	\$50,413	\$47,012
Non-Operating Revenue	\$920	\$926
Revenue in Excess of Expense	\$316	\$(239)
Capital Grant Revenues	158	-
Net Changes in Unrealized Gains on Investments	1,131	(19)
Contribution Revenue	744	-
LLC Investment Income	698	987
Increase in Net Assets	\$3,046	\$768

BALANCE SHEET¹ In Thousands

Assets	2017	2016
Cash and Investments	33,595	33,888
Accounts Receivable	7,286	5,170
Notes Receivable ²	16,150	16,150
Other	30,848	29,597
Total Assets	\$87,879	\$84,804
Liabilities		
Current	5,129	5,101
Other	-	-
Long Term ²	23,820	23,820
Total Liabilities	\$28,949	\$28,921
Net Assets	\$58,930	\$55,884

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.

GROWING IN FAITH

LCHC first put down roots in the soil of the Lawndale neighborhood more than 30 years ago. This vibrant community took a mustard seed of faith and nurtured it into a growing organization that serves to sustain the life and health of over 60,000 patients who call LCHC their healthcare home. From the main campus in Lawndale to planting satellite clinics in neighboring communities, LCHC has grown and branched out to ensure that the fruits of healthy living can be accessed by more people in innovative ways.

LCHC is continuing its legacy of sowing the seeds of community health through a multi-year project aimed at the renovation and renewal of several properties in the main campus on Ogden Avenue. This year, LCHC began by building The Farm on Ogden, a \$4 million urban farm and greenhouse right under Chicago's L train tracks. The Farm on Ogden was proposed by Chief Clinical Officer Dr. Wayne Detmer to promote healthier living in the Lawndale community by providing a place where fresh and nutritious food options could be grown and shared. After years of planning, Dr. Detmer's vision has become reality and his faith in The Farm is finally bearing fruit. The Farm on Ogden will provide thousands of pounds of produce and fresh fish cultivated just steps away from local dinner tables thanks to a partnership with the Chicago Botanic Garden. Construction is nearly complete with over \$2 million in private donations to support the effort.

The Farm on Ogden is just the beginning of LCHC's ongoing commitment to the health of the community. Just blocks from the Farm, LCHC is beginning to build a senior services center and urgent care clinic conveniently co-located with the Illinois Department of Human Services. This Senior Center will be a place where the neighborhood's oldest residents can continue to live in the community where they have put down roots. At the urgent care and enrollment facility, growing families can access healthcare coverage, safety-net services, and find medical care when it is immediately needed. All of this is to ensure that the neighborhood that has nurtured LCHC into a 3-decade strong institution continues to be a place where all can come to live, grow, and flourish.



OUR DONORS

\$50,000 +

The Chicago Community Trust
The Crown Family
Healthy Communities Foundation (formerly
The Arthur Foundation)
Illinois Children's Healthcare Foundation
JB and MK Pritzker Family Foundation
Richard and Elaine Tinberg
United Way of Metropolitan Chicago

\$10,000 - \$49,999

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Megan Kim
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\$100 - \$499

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Randee Adams
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Vivian Ojikutu

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Justin Buege
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Megan Scott
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Virginia Montague

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\$500 - \$1000

Kim Duchossois
Young Chung

\$100 - \$499

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Michael Rohrwasser
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W. Scott Robertson
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Up to \$50

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Gail Roy
James and Suzane Ray
Kenneth Shoberg
Patricia Patek
Ruth Feldman
Sam and Dolores Clemente

We are grateful for Dr. Gianopulos and his 30 years of volunteering as a radiologist at LCHC. Thank you to those who gave in his memory to continue his legacy and important work.

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

Homeless Service Providers

Bobby E. Wright Community Behavioral Health Clinic
Breaking Bread at LaSalle Street Church
Breakthrough Women's Center
Breakthrough Men's Center
Franciscan Outreach
Habilitative Systems Inc.
Hand-n-Hand Outreach
Neopolitan Lighthouse
San Jose Obrero Mission
The Primo Center for Women and Children
Walls Memorial Overnight Shelter

Healthcare Partners

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



OGDEN MAIN SITE

3860 W Ogden Ave
Chicago, IL 60623

HEALTH & FITNESS CENTER

3750 W Ogden Ave
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 Ave
Chicago, IL 60632

BREAKTHROUGH CLINIC

3219 W Carroll Avenue
Chicago, IL 60624

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