



# 2021 ANNUAL REPORT

**CHARITABLE HEALTHCARE NETWORK**

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# CHN

# A NOTE FROM THE INTERIM EXECUTIVE DIRECTOR

This year, we have seen just how strong our members' resilience and dedication to their work truly is. The paid staff and volunteers have kept their clinics up and running throughout this pandemic and are now bouncing back stronger than ever; equipped to keep facing the ongoing challenges to be presented through COVID-19, while continuing to provide excellent health care to their communities.

Through my time with CHN thus far, I have learned how critical the impact is of our clinics' volunteers. As you will see in this report, volunteers have accounted for a total of 175,453 hours of care provided to patients at our member clinics. Many free clinics rely on the help of volunteers to be able to stay up and running, so we are thankful to each person who dedicates their time to making their community a healthier place.

In this report, you will see how our members provided for the underserved population through a variety of services such as primary care, specialty care, social services, pharmaceutical care, and much more. Altogether, our clinics were able to increase the amount of care they provided to patients in 2021. In fact, the value of services this year went up by about \$70 million from 2020!

We are excited for you to see how our organization has grown and the movement our network is making in the world of healthcare!

Sincerely,



**Dawn Tyler Lee**  
Interim Executive Director,  
Charitable Healthcare Network

# OUR MISSION

Our purpose is to be the **voice** and **connector** for our members by providing **resources, education** and **advocacy** to strengthen and ensure **high-quality health care** for people who are **vulnerable**.

# OUR HISTORY

In early 2000, several free clinics in Northeast Ohio determined the need for a collective body representing agencies that provide free health care throughout the state. Funding from Volunteers in Health Care supported our first annual Free Clinic Conference in October 2000, at which approximately 20 clinics were represented. The participants authorized a steering committee to pursue incorporation of the Ohio Association of Free Clinics (O AFC). The Association was incorporated in November 2000 and received approval for 501(c)(3) status in May 2002. The first executive director was hired in August 2002.

In 2018, our name was officially changed to Charitable Healthcare Network. CHN is supported by General Revenue Funds from the Ohio Department of Health as well as foundations and generous individual donors.

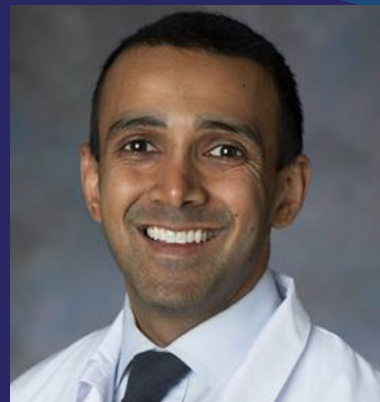
# BOARD OF DIRECTORS



**Isi Green, MPH**  
President  
Executive Director  
Physicians CareConnection



**Jim Benedict, PhD, PT**  
Vice President  
Associate Professor  
Youngstown State University



**Summit Shah, MD, MPH**  
Treasurer  
Pediatric Radiologist  
Nationwide Children's Hospital



**Paul Baumgartner**  
Executive Director  
Lorain County Free Clinic



**Capri Cafaro, MSW, LSW**  
Executive Director in  
Residence  
American University



**Brandon C. Chapman**  
LGBTQ+ Program Manager  
Columbus Public Health



**Rob Cooper, MD, MPH,  
MBA**  
Medical Director  
OSU Health Plan,  
Associate Professor



**Joel Kessel**  
Executive Coach, Strategic  
Advisor  
Kessel Strategies



**Denise Lucas, PNP-CB,  
FAANP**  
Clinical Associate Professor Chair,  
Advanced Practice Programs  
Duquesne University School of  
Nursing



**Carole Merckle**  
Executive Director  
Heritage Community Clinic



**Jaime Parsons**  
Executive Director  
Viola Startzman Clinic



**Sue Meyer, MD**  
Former President  
Medical Director  
Faithful Servants Free Clinic



**Linda Smith-Berry**  
Director  
Community Access Health,  
Executive Director  
Good Samaritan Free Health Clinic



# STAFF



**Dawn Tyler Lee**  
Interim Executive Director  
dtlee@charitablehealth.org



**Nora Lyons**  
Director of Resource Development  
nlyons@charitablehealth.org



**Sarah Smith**  
Director of Engagement and Communications  
ssmith@charitablehealth.org

# THANK YOU, DEB MILLER!

Deborah Miller served with Charitable Healthcare Network as the Executive Director from October 2012 to January 2022. There have been many accomplishments during Miller's tenure. Some notable highlights include meeting with legislators in 2019 which resulted in the increase of the state budget line item from \$362,000 to \$1.5 million per year! In 2018, Miller helped with changing the association's name from Ohio Association of Free Clinics to Charitable Healthcare Network. This change helped the association to expand and include more members such as charitable pharmacies, specialty clinics and free/sliding care home visiting and case management agencies.

Under Miller's leadership, CHN was able to help members face the challenge of a lifetime: COVID -19. Her leadership persevered and CHN was able to help members with over \$400,000 in information Technology grants, \$218,000 worth of donated PPE and medical supplies, many zoom educational meetings and new partnerships to bring vaccines and much needed supplies to our members during this challenging time.

There is so much more that Deborah Miller accomplished during her time at CHN, and we are grateful for her leadership and vision which helped move CHN forward.



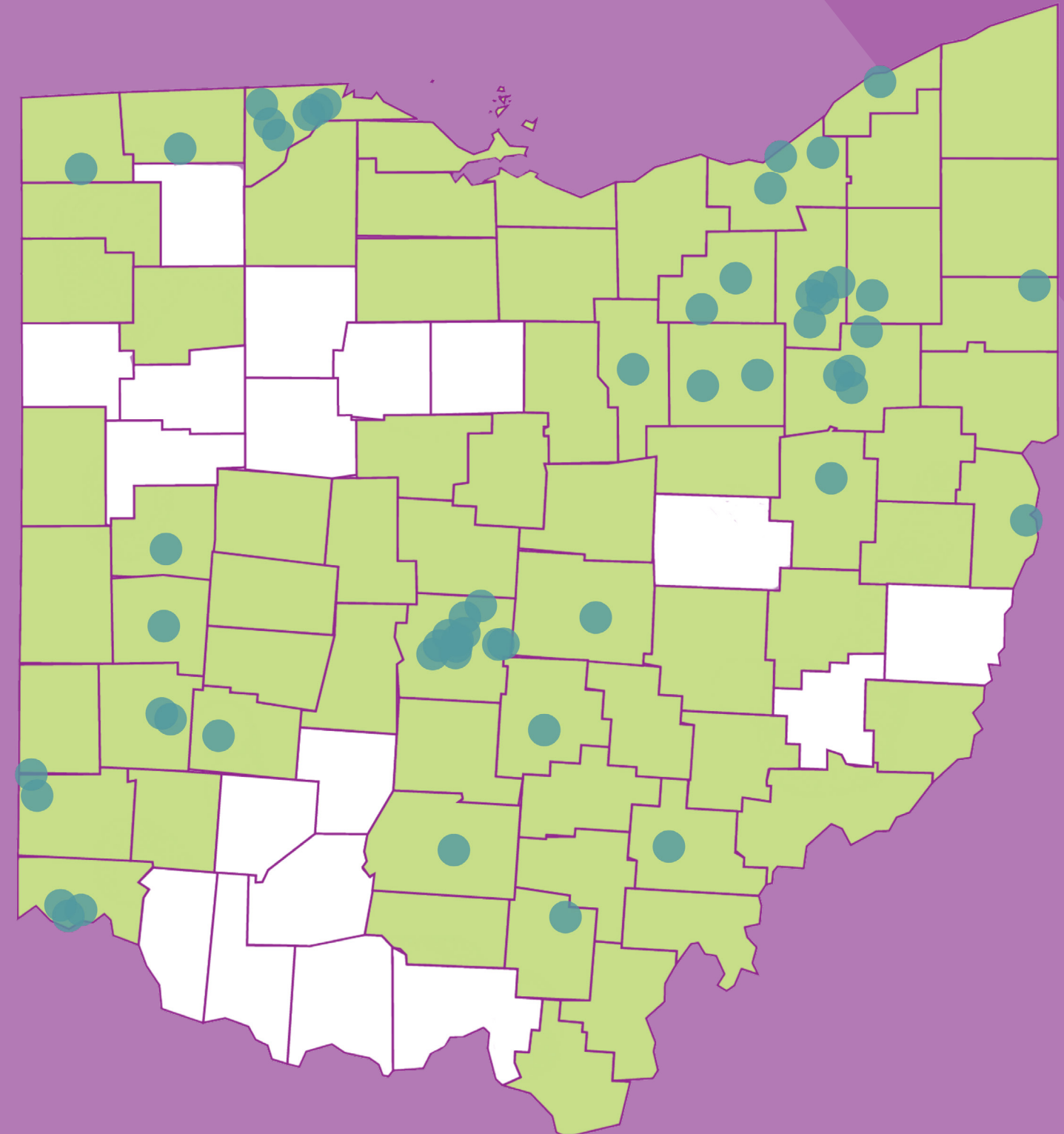
**Deborah Miller**  
Former CHN Executive Director

# OUR MEMBERS

- Ashland Christian Health Center
- Asian Health Initiative
- Beacon Charitable Pharmacy
- The Breathing Association
- By the Way Free Clinic
- Charitable Pharmacy of Central Ohio - **New!**
- Cleveland Ibn Sina Clinic
- La Clínica Latina
- Columbus Free Clinic
- CommunityCare Free Clinic
- Compassion Medical of Williams County
- Compassionate Care of Shelby County
- Dwell Free Clinic (formerly Xenos)
- Faithful Servants Care Center
- Free Clinic of Fulton County
- Free Clinic of Medina County
- Good Neighbor House
- Good Samaritan Free Health Center
- Grace Clinics of Ohio, Inc.
- Halim Clinic (Toledo Muslim Doctors Initiative)
- Hartville Migrant Ministry
- Health Partners Free Clinic
- Helping Hands Health and Wellness Center
- Hope Clinic of Ross County
- Lake County Free Clinic
- Licking County Community Health Clinic
- LifeCare Alliance--Wellness Center
- LifeCare Alliance--Central Ohio Diabetes Association (CODA)
- LifeCare Alliance--Columbus Cancer Clinic
- Living Well Clinic
- Lorain County Free Clinic
- MedWorks
- Midlothian Free Clinic
- New Life Health and Wellness Center
- Ohio University Heritage Community Clinic
- Ohio Valley Health Center
- Open Arms Health Clinic
- Open M Free Clinic
- Oxford Free Clinic

- Physicians CareConnection
- Pregnancy Support of Stark County
- Rising Suns Non-Profit Pharmacy
- Salaam Clinic - **New!**
- Sanctuary Health and Social Care - **New!**
- SOAR Student-Run Free Clinic
- St. Mary Development Corporation
- St. Vincent de Paul Cincinnati Charitable Pharmacy
- Stowe Mission Dental and Vision Clinic
- That Neighborhood Free Clinic
- Toledo/ Lucas County CareNet
- Tuscarawas Clinic for the Working Uninsured
- Victory Ministries Center of Hope
- Vineyard Community Clinic
- Vineyard Free Health Clinics
- Viola Startzman Clinic
- Vocalize Columbus - **New!**

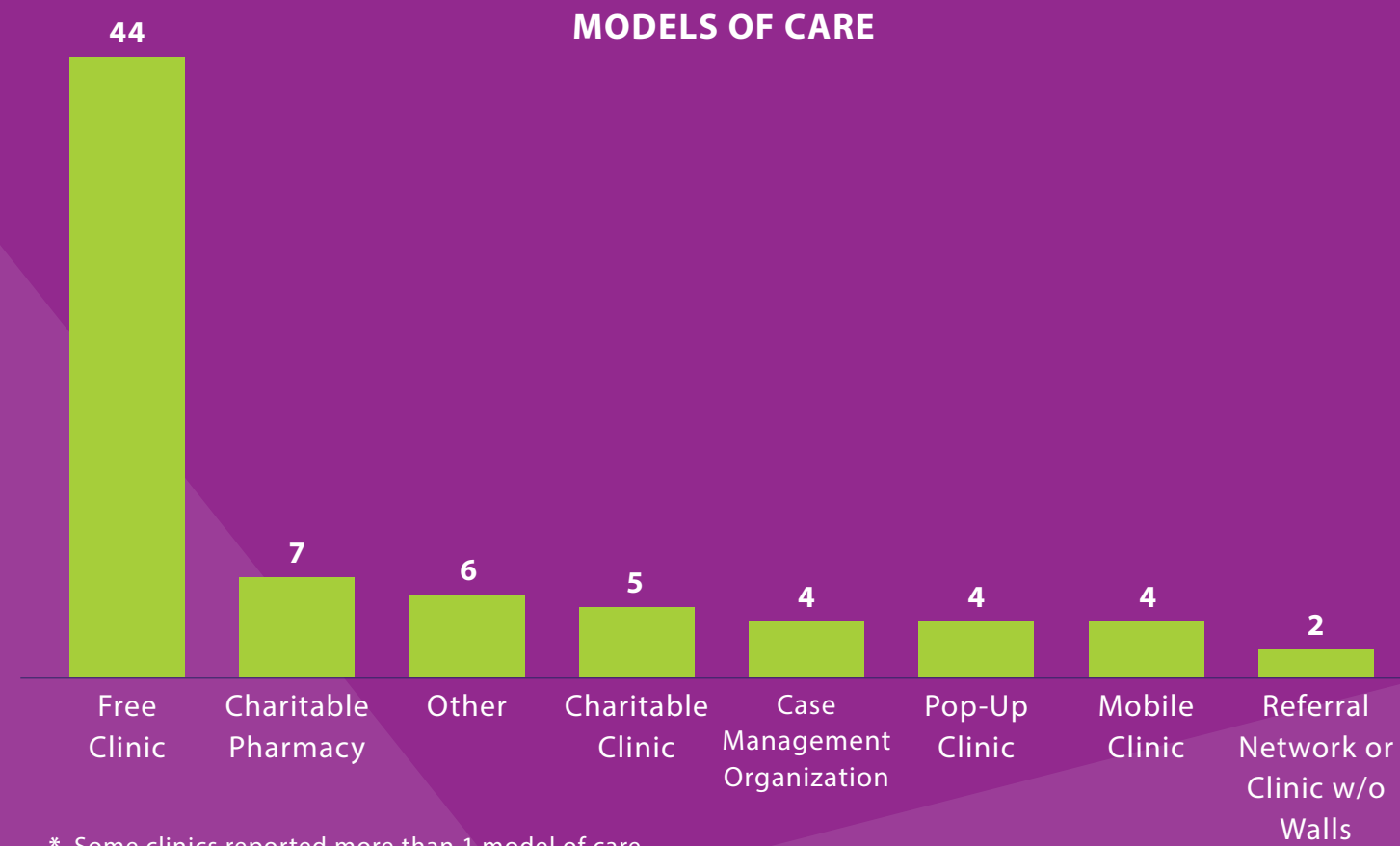
# MEMBER LOCATIONS



- Clinic Locations
- Counties Served

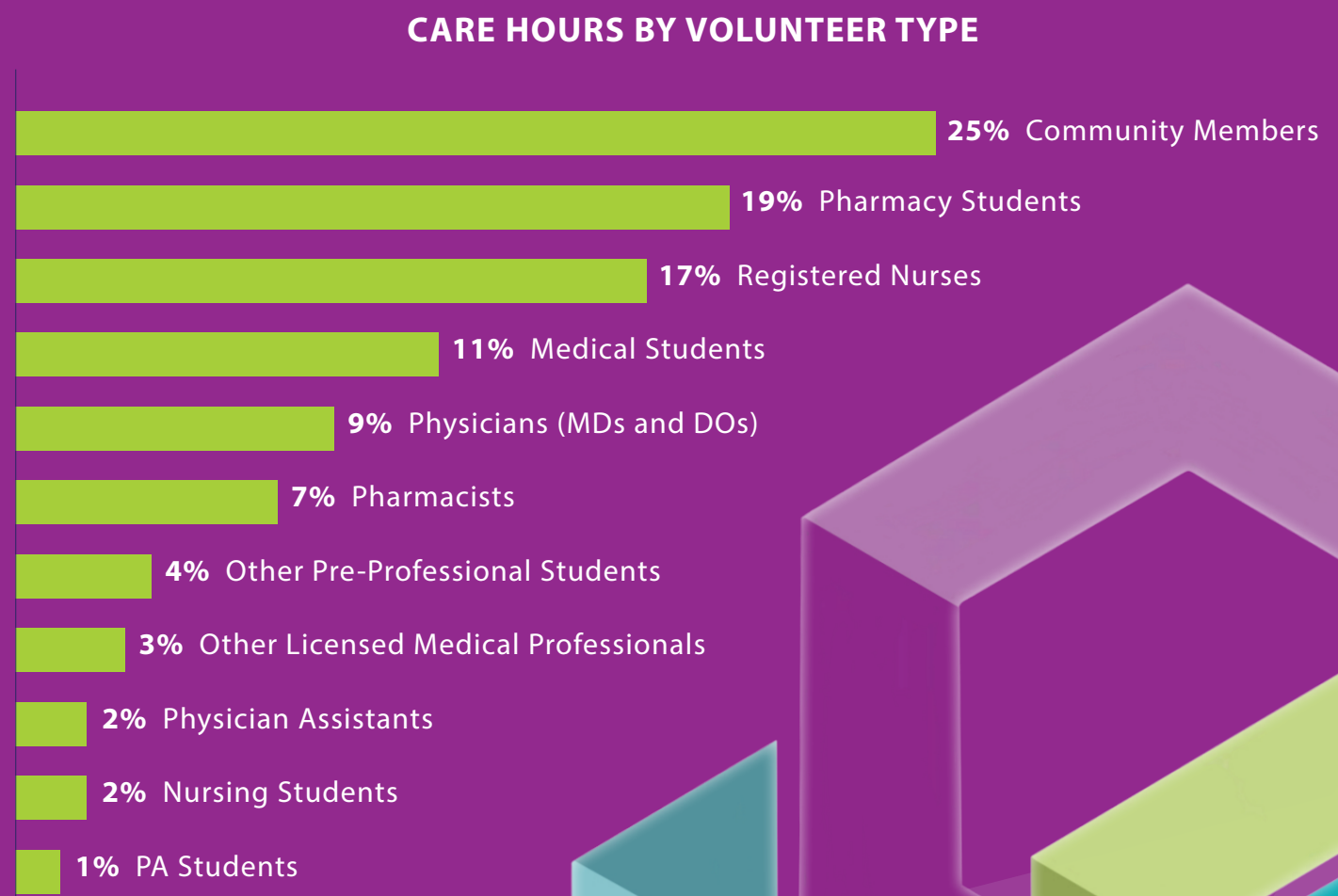
# CHN AT A GLANCE

**54 MEMBERS  
IN 35 CITIES ACROSS OHIO  
MORE THAN 7 MODELS OF CARE REPRESENTED**



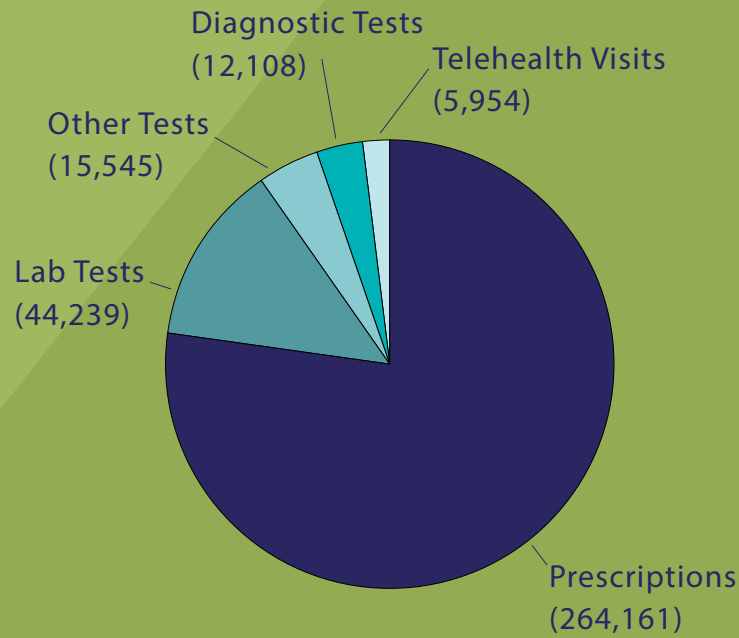
\* Some clinics reported more than 1 model of care

**345 PAID EMPLOYEES &  
175,435 HOURS OF CARE PROVIDED BY VOLUNTEERS...  
THAT IS EQUIVALENT TO MORE THAN 20 CALENDAR YEARS**

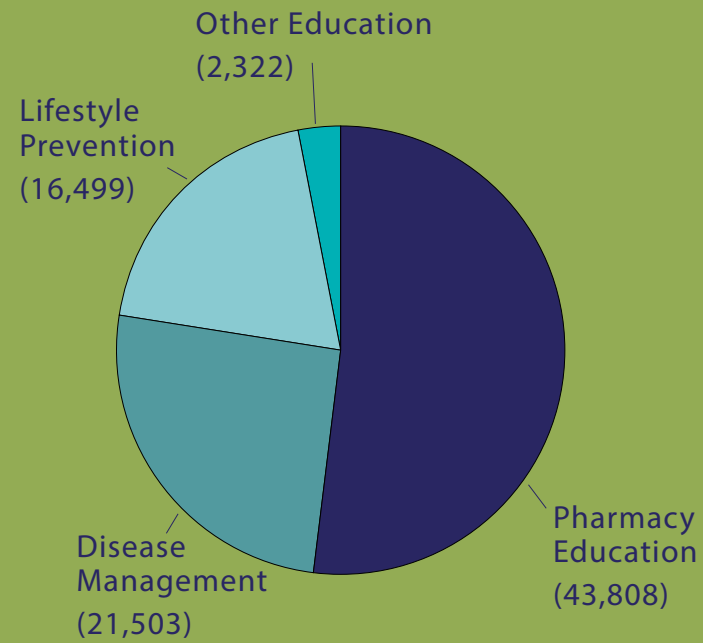


# OUR SERVICES

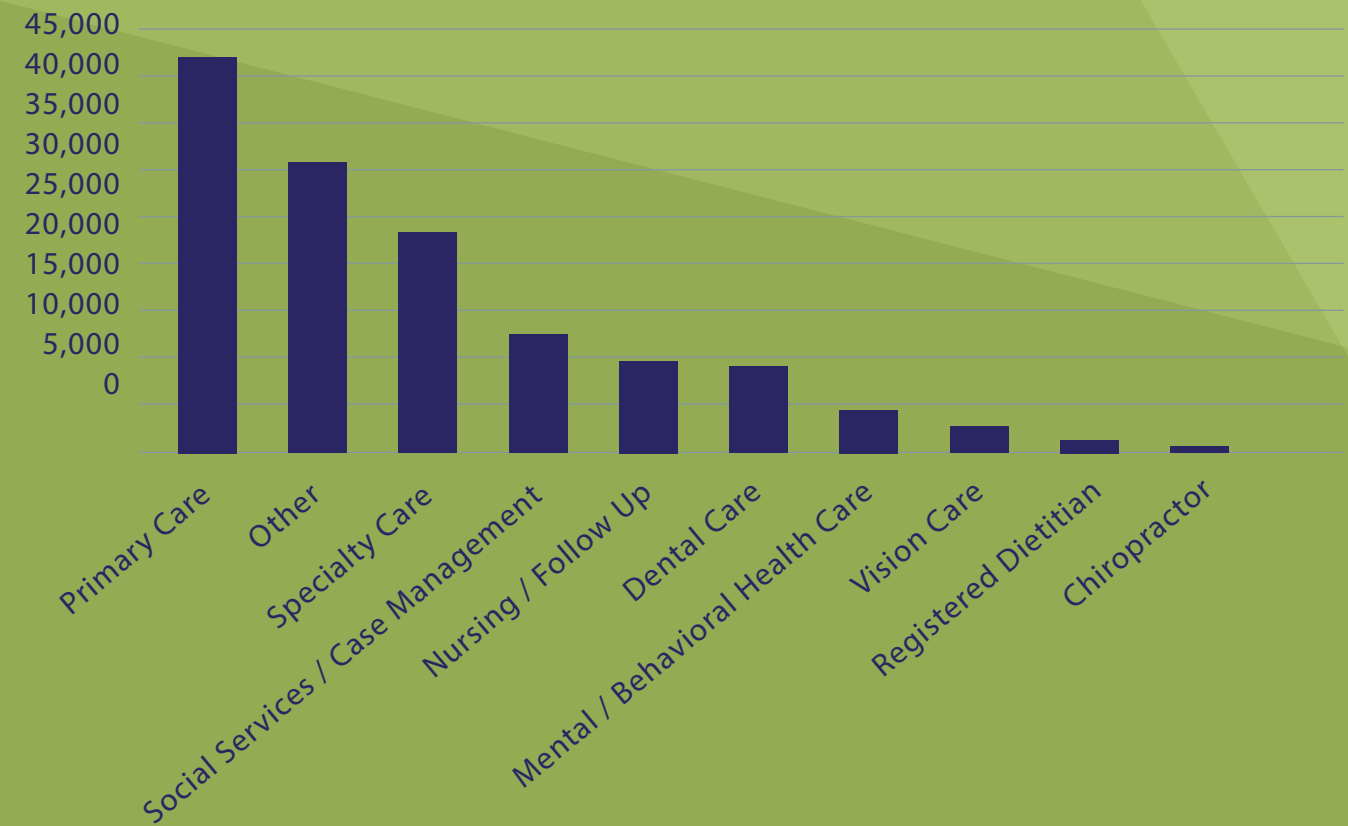
## HEALTHCARE SERVICES PROVIDED



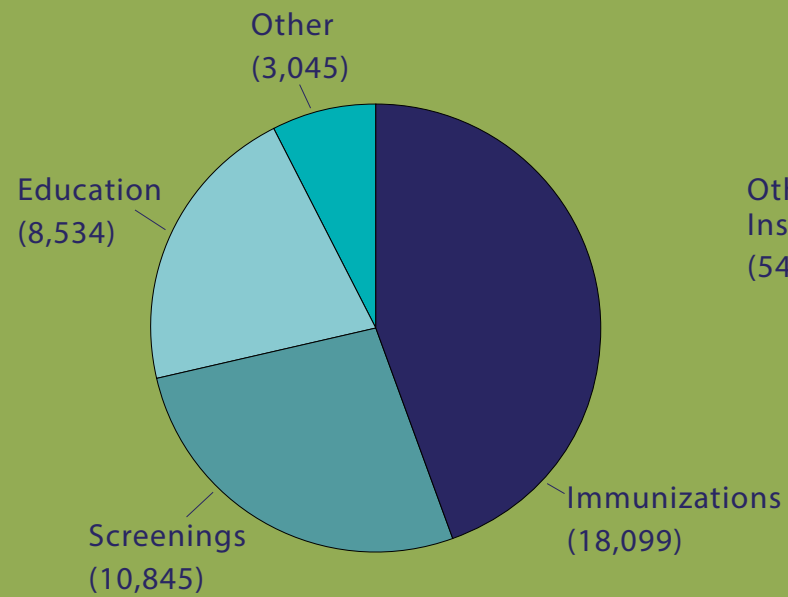
## EDUCATIONAL SERVICES PROVIDED



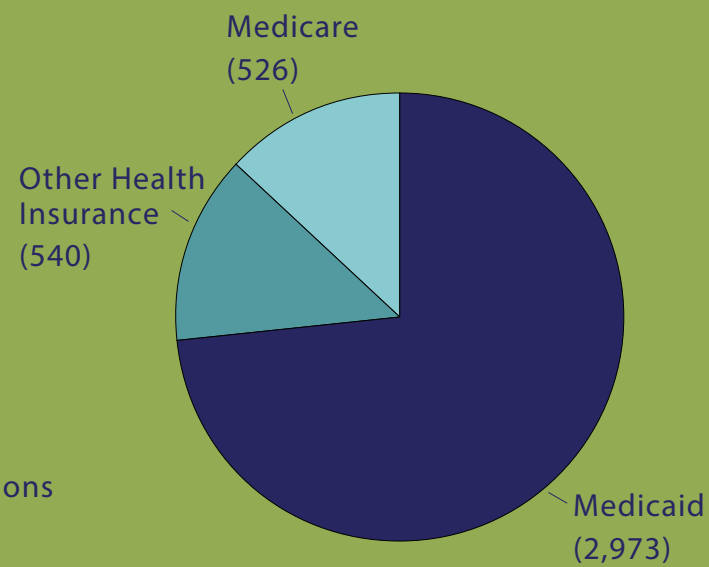
## NUMBER OF VISITS PER SERVICE CATEGORY



## COMMUNITY & OUTREACH EVENTS PROVIDED



## INSURANCE ASSISTANCE SERVICES PROVIDED



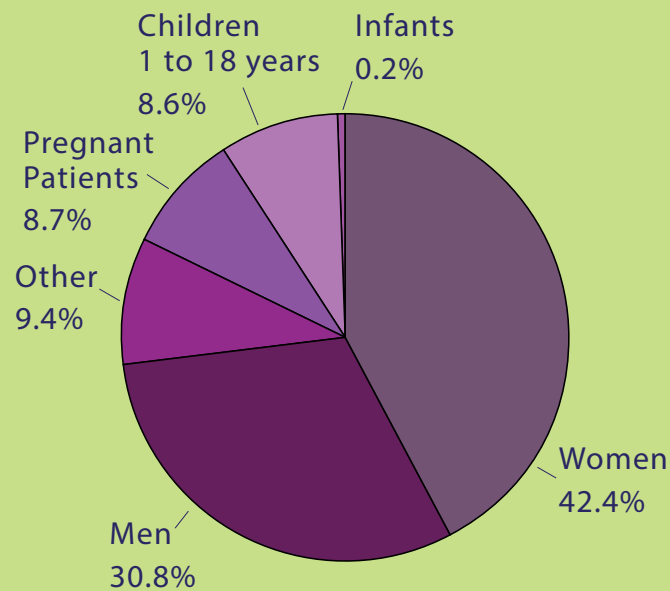
## THE VALUE OF OUR SERVICES

Our Services	# of Vists in 2021	Value of Services
Primary Care	42,115	\$17,098,690
Specialty	23,428	\$19,445,240
Vision	2,729	\$971,524
Dental	9,193	\$4,192,008
Behavioral Health	4,353	\$1,236,252
Social Services / Case Management	10,202	\$1,713,936
Pharmacy Education	7,903	\$7,666,400
Lifestyle/ Prevention Education	16,499	\$2,474,850
Other Education	2,322	\$348,300
Prescriptions	264,161	\$92,456,350
Laboratory Tests	44,239	\$13,271,700
Diagnostic Tests	12,108	\$18,162,000
		<b>TOTAL VALUE: \$182,671,257</b>

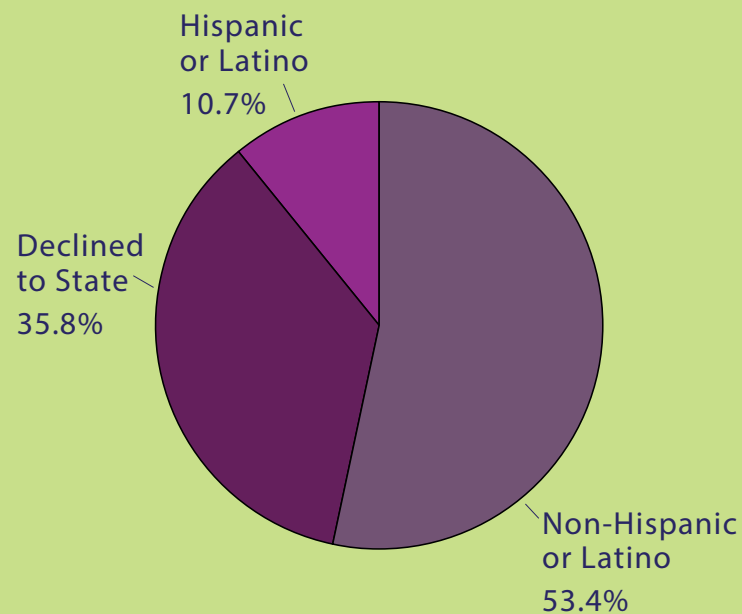


# WHO WE SERVE

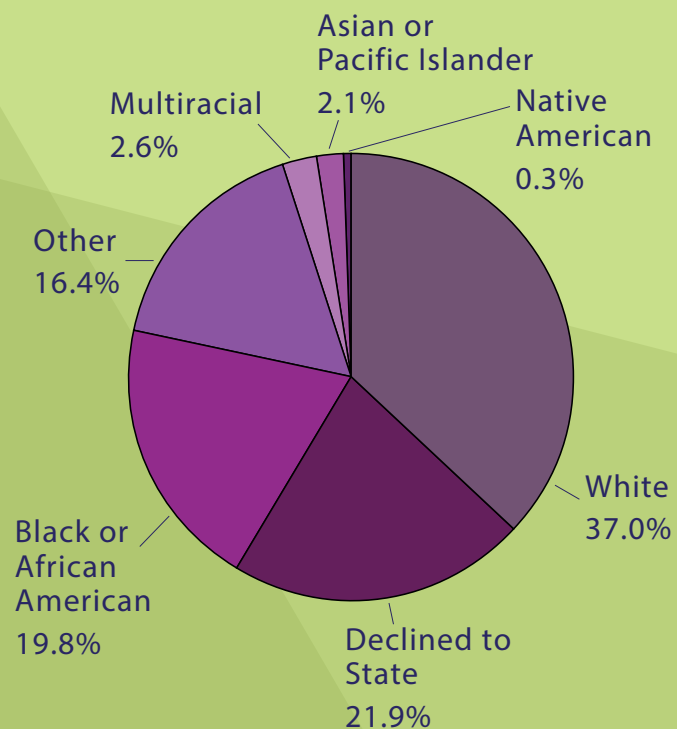
## AGE



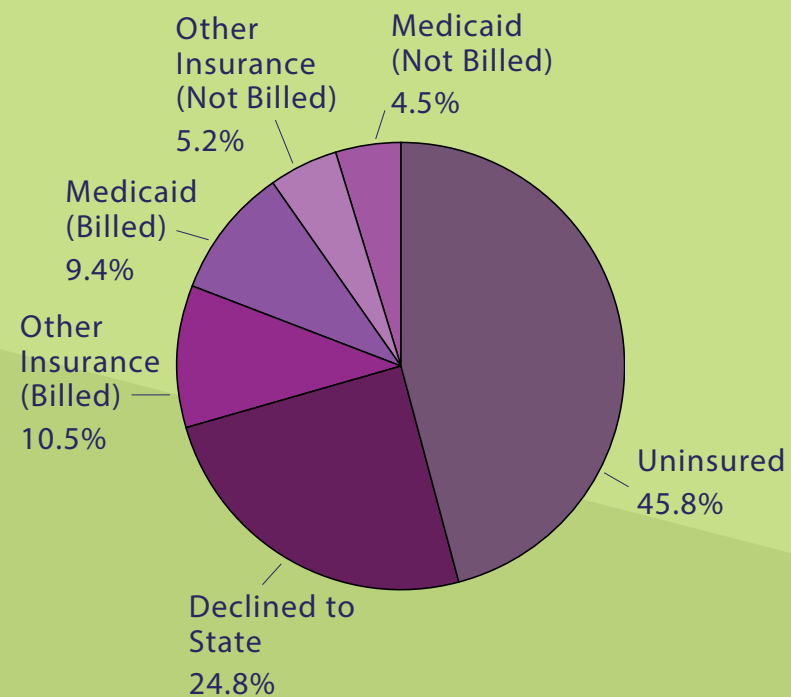
## ETHNICITY



## RACE



## INSURANCE

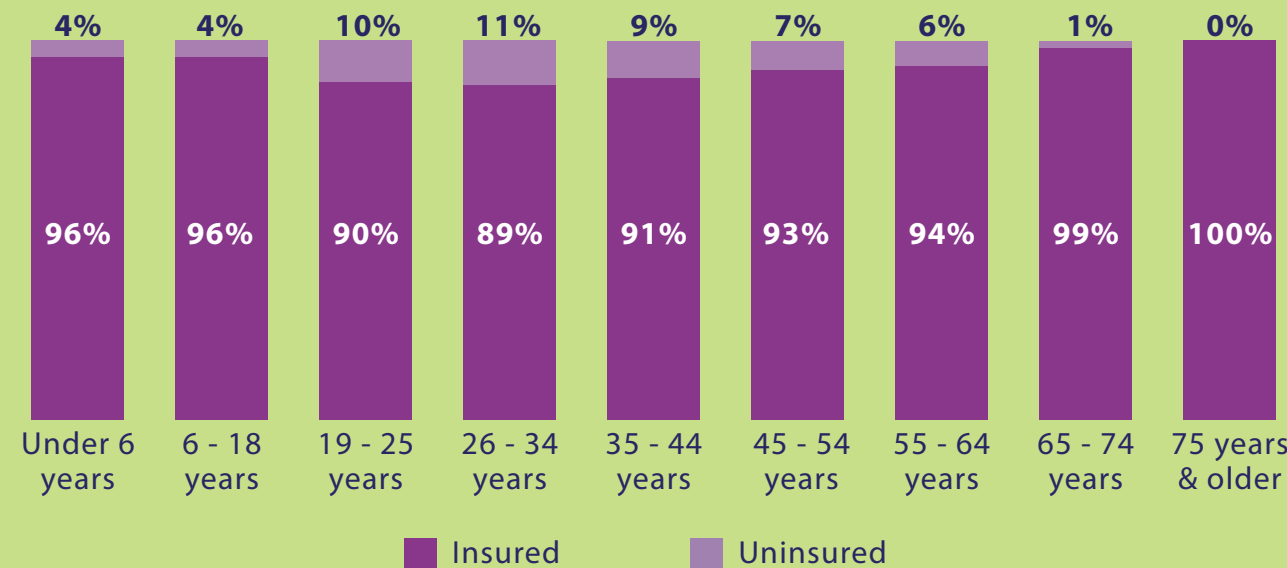


# NAVIGATOR GRANT

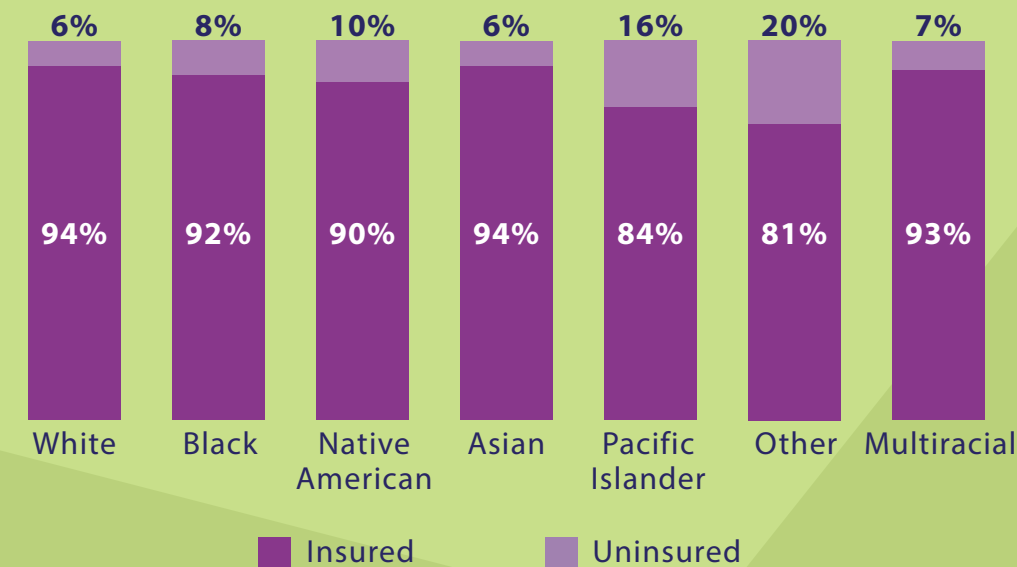
In September 2021, CHN signed into a contract with the Ohio Association of Foodbanks to get funding for insurance navigators to be placed across the state. Since the beginning of the grant period, we have hired on 11 navigators who are working in various locations. While many of our navigators work out of a CHN member clinic, some work completely remote. But no matter where they are located, each of our navigators have been dedicated to helping enroll as many consumers as they can in health insurance.

We are grateful to be able to provide this service to Ohio's uninsured. Seeing as a majority of patients who come into our clinics are uninsured, it is obvious that there is a need for navigators to help get more Ohioans enrolled.

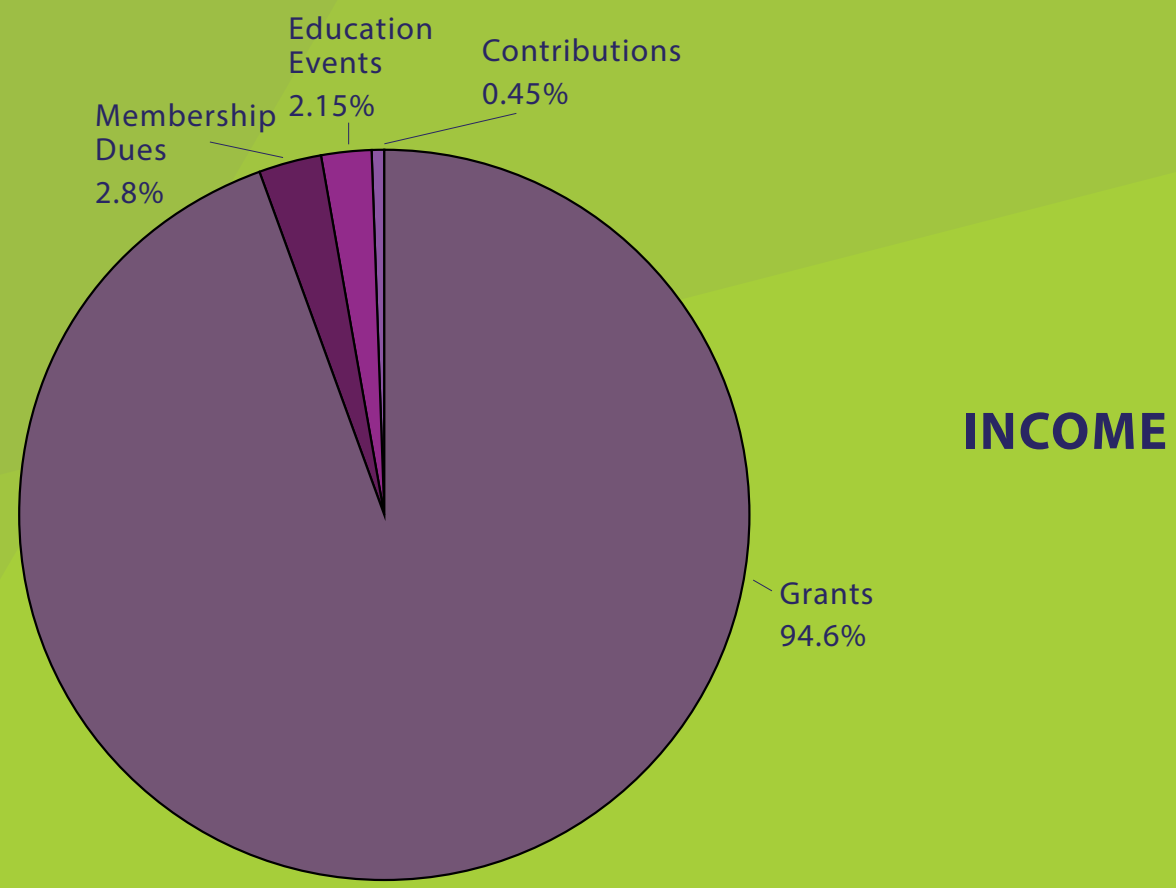
## INSURED VS. UNINSURED OHIOANS BY AGE GROUP, 2015-2019



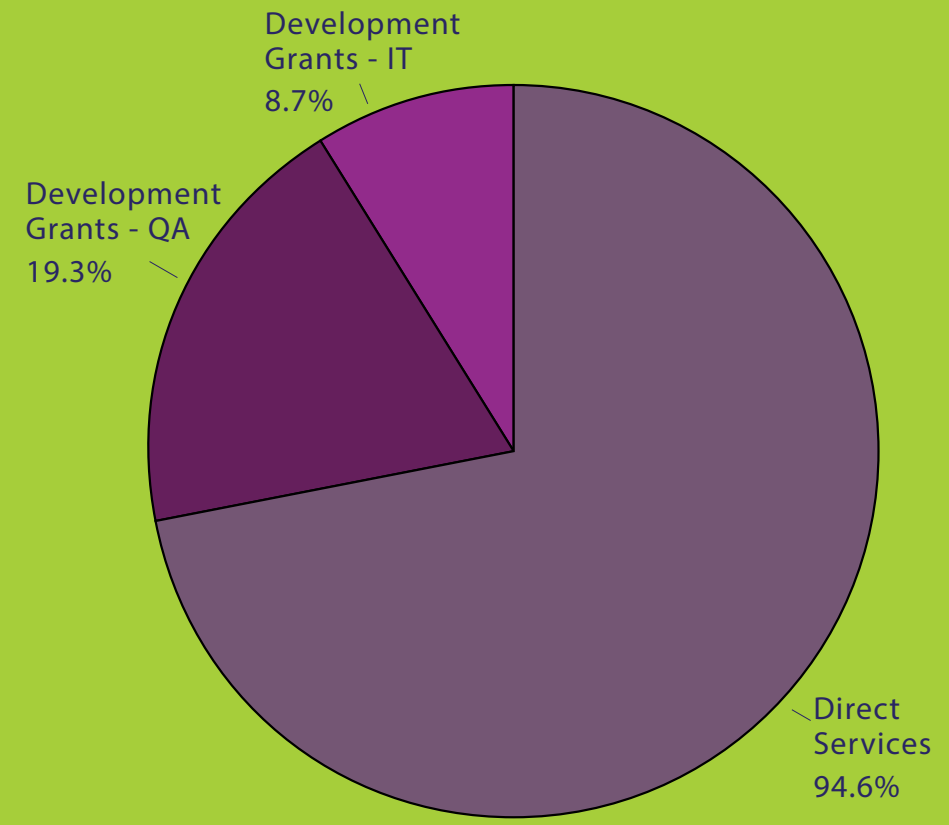
## INSURED VS. UNINSURED OHIOANS BY RACE, 2015-2019



# FINANCIALS



## UCF DOLLARS ADMINISTERED



# CONNECT WITH US!



**Facebook:**  
[Facebook.com/CharitableHealthcareNetwork](https://www.facebook.com/CharitableHealthcareNetwork)



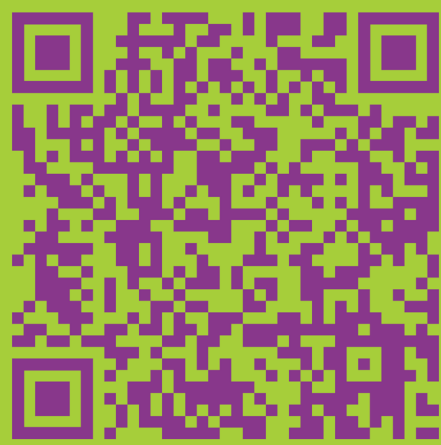
**Twitter:**  
[@WeAreCHN](https://twitter.com/WeAreCHN)



**Instagram:**  
[@WeAreCHN](https://www.instagram.com/WeAreCHN)



**LinkedIn:**  
[LinkedIn.com/company/CharitableHealthcareNetwork](https://www.linkedin.com/company/CharitableHealthcareNetwork)



## SUBSCRIBE TO OUR WEEKLY NEWSLETTER

SCAN ON YOUR MOBILE DEVICE

# OUR STORIES

We met an incredible patient at a clinic not too long ago at one of our medical clinics. Our volunteer doctor was able to catch the early signs of cancer at our clinic and our Navigation team connected her with ongoing care at CCF, where her life was saved, and her bills were nearly 100% covered. After that, she came to us for her COVID vaccine and continues to work with our Navigation team for ongoing care. She attended our annual fundraiser and told her story to our donors, which did not leave a dry eye in the house. A few months later, she was featured on Channel 5 news. Our staff considers her a friend and we are honored to know her.

-Medworks

For patients like “Walter” that are still experiencing heightened challenges from COVID-19, the need for the Charitable Pharmacy’s free, accessible pharmaceutical care is critical. Walter is 83 years old and came to the St. Vincent de Paul – Cincinnati (SVDP) and Charitable Pharmacy’s shared Neyer Outreach Center with financial hardship. Upon speaking with an SVDP social services’ advocate for the first time, it was clear that Walter was using his rent money to cover medical costs. As a neighbor enrolled in a Medicare Part D plan, Walter was subject to copays for his much-needed inhalers and hypertension medication. The advocate ensured that Walter was connected with financial assistance for rent, but not without also referring him to the Charitable Pharmacy for immediate care in the same space. Because of the Charitable Pharmacy’s emergency medication voucher program, Walter was able to transfer 8 prescriptions from his retail pharmacy and get each one filled at no charge immediately after his social services appointment.

During the process of redeeming his emergency medication voucher, the Charitable Pharmacy’s Patient Advocate recognized another concern—Walter was food insecure. Staff and volunteers subsequently rallied around Walter to ensure that he was connected to the SVDP Choice Food Pantry, in the same space, and immediately provided with a full grocery cart. After receiving rent assistance, medications, and food at no charge to his household, Walter was faced with yet another complication of poverty: a lack of transportation. Walter was not able to transport all of his new items on the bus. The Charitable Pharmacy arranged for transportation that would ensure that Walter could get to his home with his food, supplies, and medications in hand.

Walter’s story is but one of many that highlights the capacity of assistance that is afforded to patients of the Charitable Pharmacy. Each person benefits from holistic care that addresses their critical health needs alongside of the social determinants of health that impact the root causes of poverty.

-St. Vincent dePaul Charitable Pharmacy

Our greatest success story is in the lives of our patients. They have overcome tremendous barriers to good health, primarily in the areas of employment, education, language and transportation. Often, they are struggling with their basic needs -- healthcare becomes low on their priority list when they are worried about housing and nutrition. Despite that, we have seen patients counting us among their greatest resources. Enhanced follow-up has kept many from slipping through the safety net and they are on the path toward improved health and a better quality of life. For some, we became their bridge, keeping them healthy while between jobs and insurance. For others, we became their lifeline. Abigail, for example, is an 89-year-old immigrant non-citizen with no family. She is diabetic, has no transportation and speaks no English. Abigail never misses an appointment, comes with a smile and has kept her conditions under control. She calls LCFC a Godsend and blessing in her life and is quick to tell others about her care. She does not trust easily, but confides in LCFC -- and that is our true success story. LCFC is a respected, safe space in the community for patients of all backgrounds.

-Lake County Free Clinic

“My dental pain was so bad, but I had no money to get the tooth out. I needed to decide between paying my rent or getting this taken care of. A friend told me about Stowe’s free dental. I’m so thankful to get my tooth taken care of while not getting behind on my bills.”

-Patient at Stowe Mission Dental and Vision Clinic

“We always had health insurance through Deb’s job, but in 2014-2015, Deb had a bad run and had six surgeries in those two years. Even though we had insurance, our portion of it was astronomical. She ended up losing her job, and it bankrupted us. A friend of Deb’s told her about OPEN M, and we became patients in 2015 with very few resources at the time. I was working as a contractor, so I didn’t have insurance, and we were really struggling to keep things going. We saw the doctors there and got help with our meds. In 2016, Deb had breast cancer and was diagnosed as diabetic and became insulin-dependent. The clinic doctors are fantastic. We have nothing but good things to say about everyone there. No one has ever made us feel like we’re at a free clinic. The doctors want to be there to help you, and you feel that. We’ve seen the clinic grow during our time there, too, and begin to offer more. We’ve seen nutritionists, a pulmonary doctor, an endocrinologist and a cardiologist, and participate in the chiropractic and acupuncture programs. It is a pleasant experience every time we go there; we love the place.”

- John and Deb, Patients at OPEN M Health Services

# FREE CLINIC APPRECIATION MONTH AWARDS



## FREE CLINIC STAFF OF THE YEAR

Janet Raber, BSN, RN, CDE  
Student-Run Free Clinic at NEOMED



## FREE CLINIC PHYSICIAN OF THE YEAR

Mariquita Belen, MD  
Student-Run Free Clinic at NEOMED



## FREE CLINIC DENTIST OF THE YEAR

Sue Murphy-Moberger, DDS  
Grace Clinics of Ohio



## COMMUNITY PARTNER OF THE YEAR

Case Western Reserve University  
Physician Assistant Program



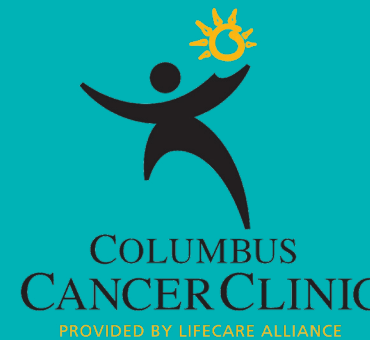
## FREE CLINIC NURSE OF THE YEAR

Misty Welch, BA, BSN, RN  
Ashland Christian Health Center



## FREE CLINIC PHARMACIST OF THE YEAR

Stephanie Zampino, PharmD, BCPS  
Student-Run Free Clinic at NEOMED



## FREE CLINIC OF THE YEAR

Columbus Cancer Clinic

**Congratulations to our 2021 award recipients!**

Thank you for dedicating your extraordinary talents to the free clinic sector!

# CHN TURNS 21!

Charitable Healthcare Network celebrated its 21st anniversary by hosting our first annual Giving Day. The purpose of Giving Day is to recognize CHN's accomplishments thus far, while also highlighting the needs that still exist for our vulnerable and uninsured patients through asking for donations in honor of our organization's birthday.

We held our birthday/Giving Day fundraiser on July 14 at Seventh Son Brewery, and enjoyed an evening of raising money and celebrating the achievements of our net-



# SUPPLY PICK-UP

For the past 5 years, thanks to our partnership with Otto Orf and the Hands on Sports Foundation, we have been lucky enough to have millions of dollars worth of medical supplies available to our members at no charge. Members were able to drive up to the warehouse location where the supplies were housed, and go through the boxes to take whatever they needed.

In 2021, we had 2 supply pick-ups, one in April and another in September. Both pick-ups brought in many of our members who were able to get car loads full of free PPE to use at their clinics.



# ANNUAL SAFETY-NET SYMPOSIUM

In August 2021, we held our Safety-Net Symposium, "Power Up for Success" at the Sonesta Hotel in Columbus, OH. We initially began planning for this symposium back in the fall of 2019, and due to the pandemic, had to push it back a year later than expected. We finally got to gather in person after 18 months of planning, and it was just what our network needed to recharge after such a strenuous period.

Conference attendees elevated their healthcare industry knowledge through a series of speakers, and were able to share their successes, challenges and insights with one another.

Keynote speaker, Elizabeth Beverly, Ph.D. captivated attendees with her presentation, "Using Virtual Reality to Visualize Diabetes in Ohio." This unique presentation utilized virtual reality to give participants the opportunity to experience chronic disease management and the social determinants of health from a patient's perspective.

Plenary speaker, Angela Dawson, received raved reviews from conference attendees on her presentation, "Policy and Race Matters: Eliminating Health and Healthcare Disparities to Achieve Health Equity," where she discussed racial and ethnic health and health care disparities, the impact of structural racism, and the role of historic and contemporary policies as key drivers of these inequities.

The rest of the conference consisted of 16 more speakers spanning across 5 breakout sessions where participants got to choose which sessions they wanted to attend. The symposium also integrated many networking opportunities including a Resource Reception and Networking Event, as well as a facilitated discussion group session, and our Annual Meeting.



## EXHIBITORS

Ohio Department of Health  
Charitable Pharmacies of America  
CareSource

## SPONSORS

CareSource  
AmeriCare

## JOINT PROVIDER

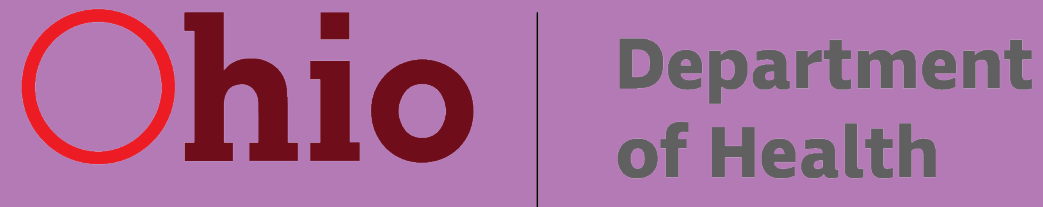
Ohio University Heritage College  
of Osteopathic Medicine

## SPEAKERS

Vaishnavi Aradhyula  
Paul Baumgartner  
Elizabeth Beverly, PhD  
Susie Breitenstein, PhD, RN, FNAP, FAAN  
Christin Brown, MBOE, RN, OCN, LSW  
Rusty Curington, PharmD, BC-ADM  
Angela Dawson  
Shayne Downton  
Lia Gomez-Perez  
Dawn Graham, PhD, C-CHW  
Julie Grasson, MEd, CCHW  
Samantha King, LSW, CDCA-II, CCHW  
Nate Locke  
Kay Melching, MSA, RN, AACC, ACM  
Laura Schwartz, BS, MEd  
Beth Short, BA, MBA  
Martha Simmons, MSN, APRN-BC  
Sirtaj Singh, MHS  
Claire Stoll  
Christine Toni, BS Pharm  
Shannon Webber, MD



# SPECIAL THANKS TO





# CHARITABLE HEALTHCARE NETWORK

*Ohio: Stronger. Healthier. Together.*