



CHARITABLE HEALTHCARE NETWORK

2020 ANNUAL REPORT





EXECUTIVE DIRECTOR'S NOTE

They say going through hard times will either make you or break you. We have truly seen that during the COVID-19 pandemic. Businesses have closed; some will never open again. We have lost loved ones. But we have also learned to be flexible. We have learned that business does not always have to happen in an office; we can use Zoom! We have learned to be patient; elective surgery can wait a bit.

But the most important thing free and charitable clinics learned is that we can be more nimble than we ever imagined. We got creative and figured out how to continue providing health care to Ohio's most vulnerable populations. Volunteer health care providers (many of them retired) can, and did, safely provide virtual visits via telemedicine. Volunteer pharmacists continued filling prescriptions and volunteer social workers continued helping patients remove new barriers to life essentials such as food, utilities, and housing.

CHN also learned how to quickly respond to a crisis. We were able to get masks, face shields, N-95 masks, gloves, and gowns for volunteer doctors and nurses who continued providing health care at great risk to their own health! We got funding out to the clinics so they could purchase computers and Telehealth platforms. We provided training for staff

and important weekly updates on the state of the pandemic.

Fundraising activities went by the wayside and became virtual fundraising on-line. But Ohioans are generous people and many clinics had contributions that exceeded prior years.

The pandemic has not ended yet, but we can see a light at the end of the tunnel now, and the light is not a train headed in our direction! The dark skies of a hard winter are giving way to the vivid sunshine of spring. Hope is tangible.

We learned how resilient the charitable health care system is in Ohio. Not one clinic closed permanently. Not one clinic lost volunteers. The charitable health care system in Ohio has emerged stronger than ever and will continue to grow stronger, healthier, together.

Sincerely,

A handwritten signature in black ink that reads "Deborah Miller". The signature is written in a cursive, flowing style.

DEBORAH MILLER

*Executive Director
Charitable Healthcare Network*



BOARD PRESIDENT'S NOTE

Dear Friends,

As anyone who has worked in the charitable healthcare sector can tell you, it pays to be flexible. When you don't have the resources of a hospital system, or the income that comes from billing each patient who walks through the door, creativity is crucial.

This has never been more true than in 2020. As COVID-19 led closure of businesses, states, and entire countries, our members grappled with the question of how they could continue to serve the most vulnerable patients in their communities without exposing them to further risk.

Charitable Healthcare Network has worked tirelessly alongside its members each step of the way. The story of this year easily could have been one of giving up. But instead, it is a story of resilience. Our community has grown stronger and richer due to the challenges that we have faced. We have shared PPE and medical supplies, wisdom and research with one another.

CHN has guided its members through each step: from the state lockdown in the spring through the first COVID vaccinations in December.

In closing, I wish to express my gratitude to all those whose unfailing commitment to their communities has helped us persevere through this year: my fellow board members, our members, the CHN staff, and our supporters from the public and private sectors. We could not have accomplished all that we have done without you.

Sincerely,

SUE MEYER, MD

Board President

Medical Director, Faithful Servants Care Center

OUR 2020 BOARD OF DIRECTORS

Our trusted Board of Directors help to support and guide our organization



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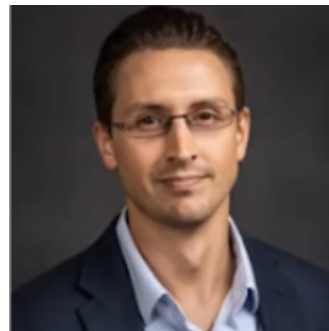
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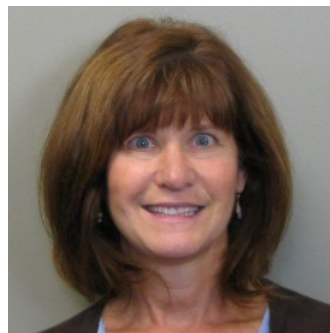
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BECOMING CHARITABLE HEALTHCARE NETWORK

Mission:

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

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)*. CHN is supported by General Revenue Funds from the Ohio Department of Health as well as foundations and generous individual donors.

Looking Forward:

CHN has more than doubled in size since our early days:

- We now have **52 members with 72 sites**
- Our members serve patients in **69 of Ohio's 88 counties**
- In addition to free clinics, our members include:
 - Charitable pharmacies
 - Charitable clinics
 - Specialty clinics (e.g. dental clinics)
 - Free/ sliding scale home visiting and case management agencies





COVID-19 RESPONSE

How we answered the call in 2020

This year, our members faced the challenge of their lifetimes: providing care to underserved patients during the COVID-19 pandemic. CHN has worked closely with our members to ensure that they have the resources they need to stay safe and stay open.

In 2020, CHN:

- Provided 25 of our members with **over \$400,000 in Information Technology grants** so that they could transition to providing telehealth visits, begin remote work, and replace outdated hardware
- Supplied our association with **over \$218,000 worth of donated personal protective equipment (PPE)** and medical supplies
- Hosted **24 educational sessions** on topics such as transitioning to telehealth, developing a safe clinic reopening plan, and hosting virtual fundraisers

CHN is committed to advocating for our members and underserved patients across Ohio as the end of the pandemic comes into view. We are actively participating in the Ohio Department of Health's COVID-19 Vaccination Providers Workgroup, and have partnered with Project Finish Line, which is committed to working alongside free and charitable clinics to end the pandemic. Regardless of what the future brings, CHN will support free and charitable healthcare organizations across Ohio, ensuring that those most impacted by the pandemic have access to the care that they need.

"We have worked hard to maintain a relationship with our patients. We call them to make sure that they are okay and see what needs they may have. When re-usable masks were low many of our staff volunteered their time and materials to make masks for our patients.

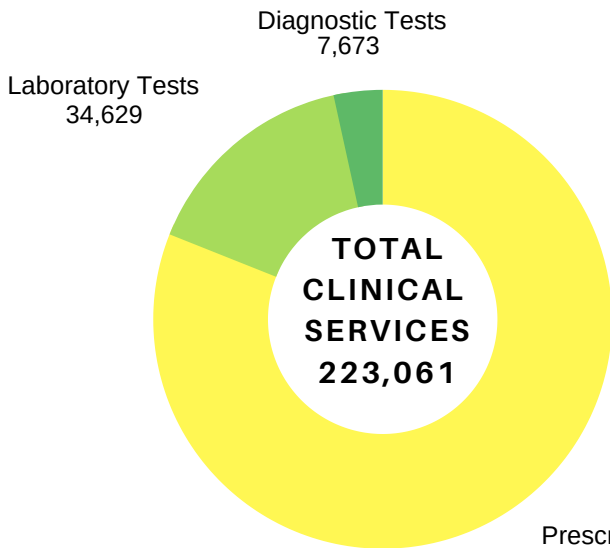
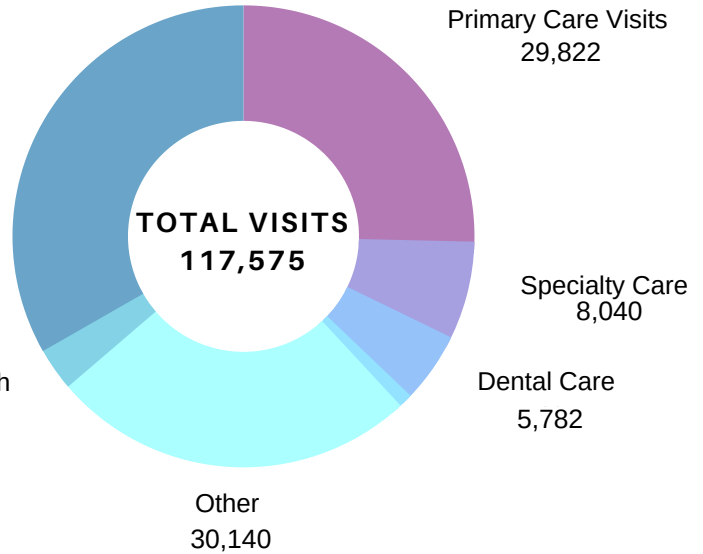
Many of our patients are wearing dirty, ripped, and torn masks. It is wonderful to add that extra touch and see their faces when we are able to provide masks that are made by our own staff members. We love what we do and work very hard to keep ourselves and our community healthy."

CHN BY THE NUMBERS

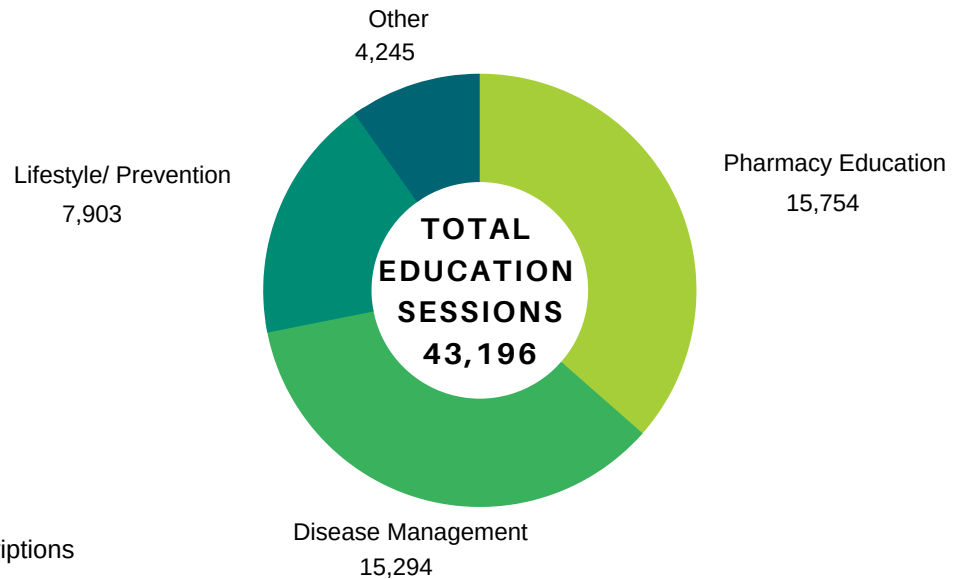
A look at the services provided by Ohio's free and charitable clinics in 2020



Social Service/ Case Management
39,117



Prescriptions
180,759



"I am so proud of all of our clinical staff working at all our clinics. I'm proud because every single person in these clinics truly CARES about the people they are serving. Sometimes in life you are faced with hardships, so many different struggles, so many different walks of life. There are moments in life when you just need to know that someone cares about you and is willing to take the time to help."

-Carole Merckle, Ohio University Heritage Community Clinic

THE VALUE OF CARE

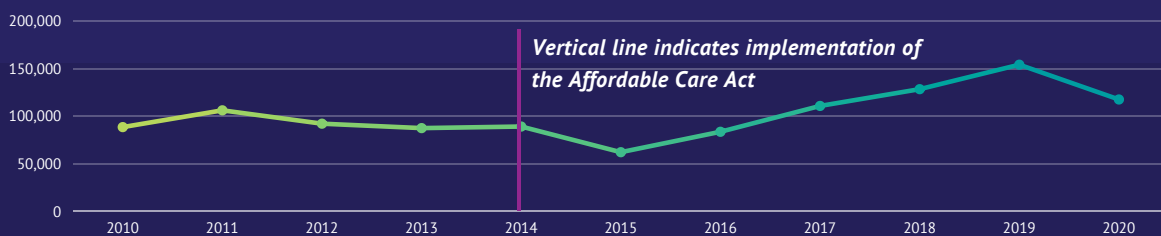


Let's take a look at what the care we provide is worth

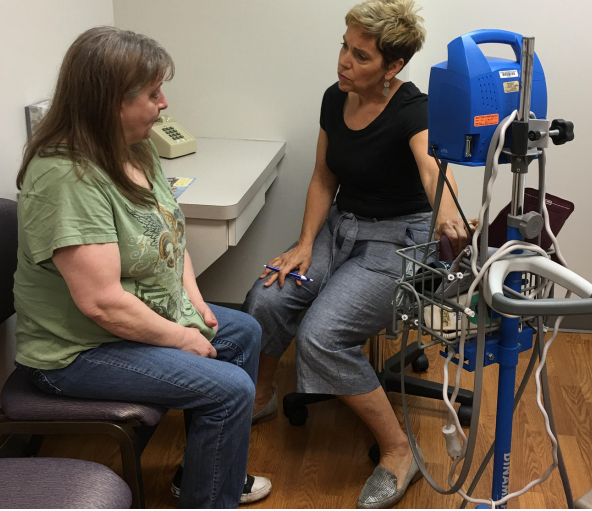
| | 2020 Services | Value of Services |
|----------------------------------|---------------|-------------------------|
| Primary Care Visits | 29,822 | \$12,107,732.00 |
| Specialty Visits | 8,040 | \$6,673,200.00 |
| Vision Visits | 1,138 | \$405,128.00 |
| Dental Visits | 5,782 | \$2,636,592.00 |
| Behavioral Health | 3,536 | \$1,004,224.00 |
| Social Services/ Case Management | 39,117 | \$6,571,656.00 |
| Pharmacy Education | 15,754 | \$2,756,950.00 |
| Lifestyle/ Prevention Education | 7,903 | \$1,185,450.00 |
| Other Education | 4,245 | \$636,750.00 |
| Prescriptions | 180,759 | \$63,265,650.00 |
| Laboratory Tests | 34,629 | \$10,388,700.00 |
| Diagnostic Tests | 7,673 | \$11,509,500.00 |
| TOTAL | | \$121,726,218.00 |

TEN YEAR COMPARISON

Despite health care reform, the number of patient visits continues to grow each year



**Updated reporting measures were implemented in 2017



WHO WE SERVE

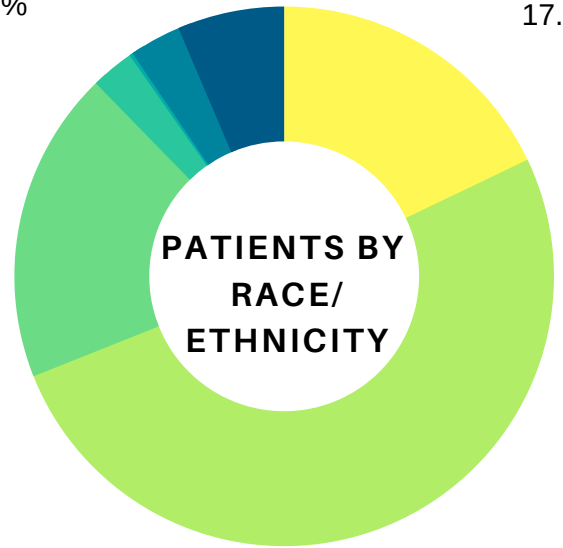
A look at our patient population

“When we’re healthy, we’re all more able to contribute to the community. All of my experiences with Good Neighbor House have been filled with kindness, consideration, and compassion. We’re all just here to learn from each other and lift each other up.”

-Pam, a patient at Good Neighbor House

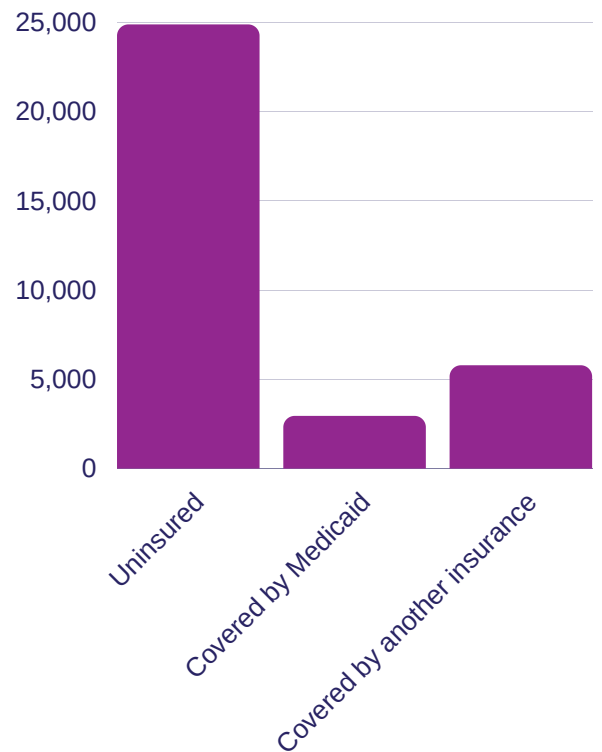
Black/African-American
18.7%

Two or More Races 3.1%
Other 6.4%
Hispanic/Latino 17.9%



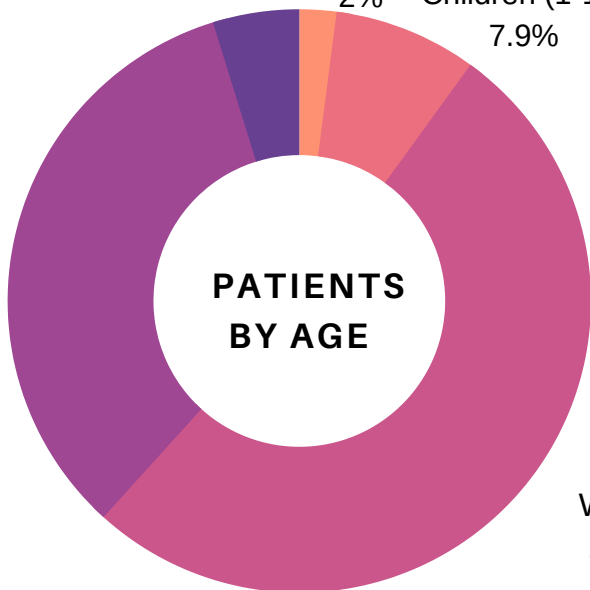
White
51.1%

PATIENTS BY INSURANCE STATUS



Not Tracked 4.8%
Other 2%
Children (1-18) 7.9%

Men
33.5%



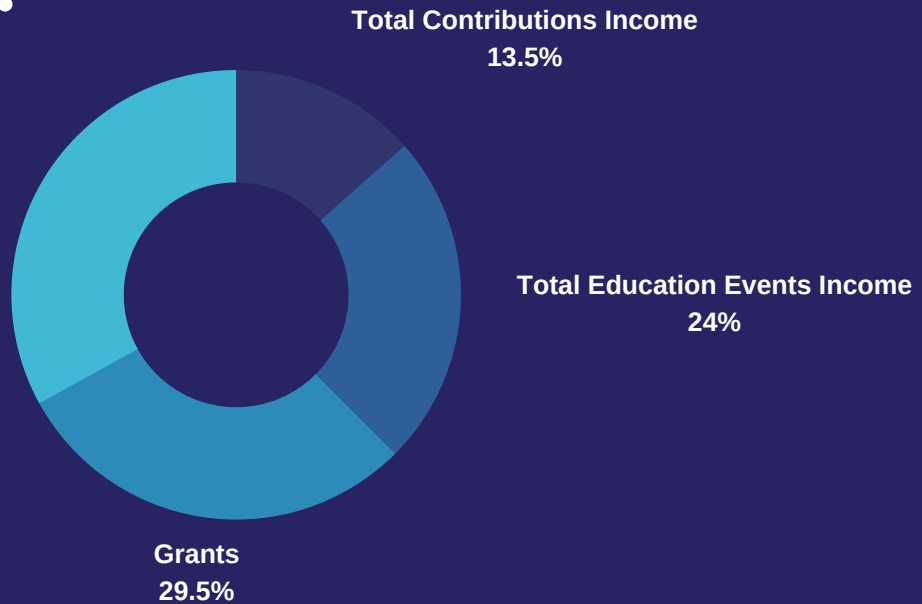
Women
51.7%

TRANSPARENCY

A glimpse into our 2020 financials

INCOME

Membership Dues
33%



EXPENSES

Software
7.4%

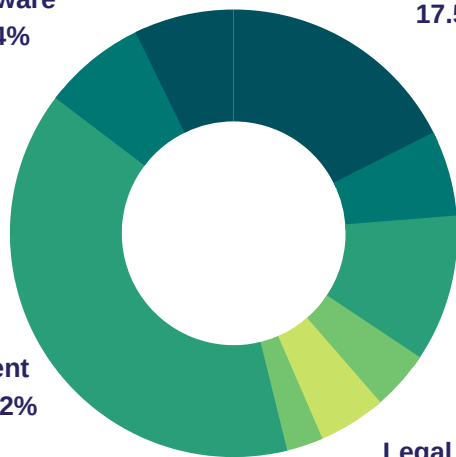
Accounting
17.5%

Contract Services
6.2%

Dues and Subscriptions
10.6%

Legal & Professional Fees
4.9%

Rent
39.2%



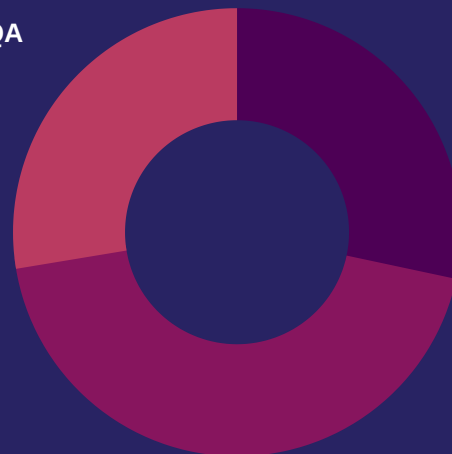
Even though 2020 was a hard year for everyone, there were still some silver linings. We moved into a new office, gained three new staff members, and quickly adjusted to working from home. However, our clinics faced intense challenges with fundraising and keeping our doors open. Which is why we were so fortunate to have an increase in our state-allocated funds. This allowed us to provide clinics with the financial support they needed to remain open and operational even in the darkest times of COVID. Funds also allowed for clinics to quickly obtain telemedicine platforms so their patients wouldn't skip a beat.

UCF DOLLARS ADMINISTERED

Development Grants-QA
27.6%

Development Grants-IT
28.3%

Direct Services
44%



OUR STORIES

The voices of CHN

"Uninsured immigrants who do not speak English have very limited options for access to healthcare in our community. Due to their immigration status and language barriers, they often lack accessibility to both public programs such as Medicaid and healthcare providers willing to care for them.

The impact of COVID-19 from a health and socioeconomic perspective has been devastating for our patient population. We are proud of providing accessible, high-quality care to the Latino community of Columbus and being able to continue this despite the challenges presented by the pandemic. We have been able to adapt to still provide care to a large number of patients."

- La Clinica Latina



"Linda was a young mom who was sent to us from the Wooster Community Hospital ER. She had gone there to get care for her 11 month old baby who was obviously dehydrated and malnourished. The hospital provided basic care and referred her to us for further assistance. She walked across the street and came into our lobby. She was exhausted, hungry, not feeling well, and worried about where she was going to go for the night. Our team immediately rallied around her. Both Linda and her baby received full medical evaluations.

During these exams, we discovered Linda was pregnant, homeless, and had suffered from domestic violence and run away from her home 500 miles away to feel safe. She and her baby had no insurance, no money, no food, and nowhere to go. Our case manager worked with Job and Family Services and enrolled her for presumptive Medicaid. We worked with the Salvation Army to get her into a family unit in the shelter, and we were able to secure a hotel room for three nights while she waited to get in. We were able to pull in community partners and, together, gave her food, diapers, supplies for her baby, a pack and play, clothes and medications. We connected her with an obstetrician for prenatal care, and a local domestic violence service provider. Linda and her baby are now familiar faces in the clinic as we continue to provide care and coordinate wrap around services for them."

- Viola Startzman Clinic, Wooster

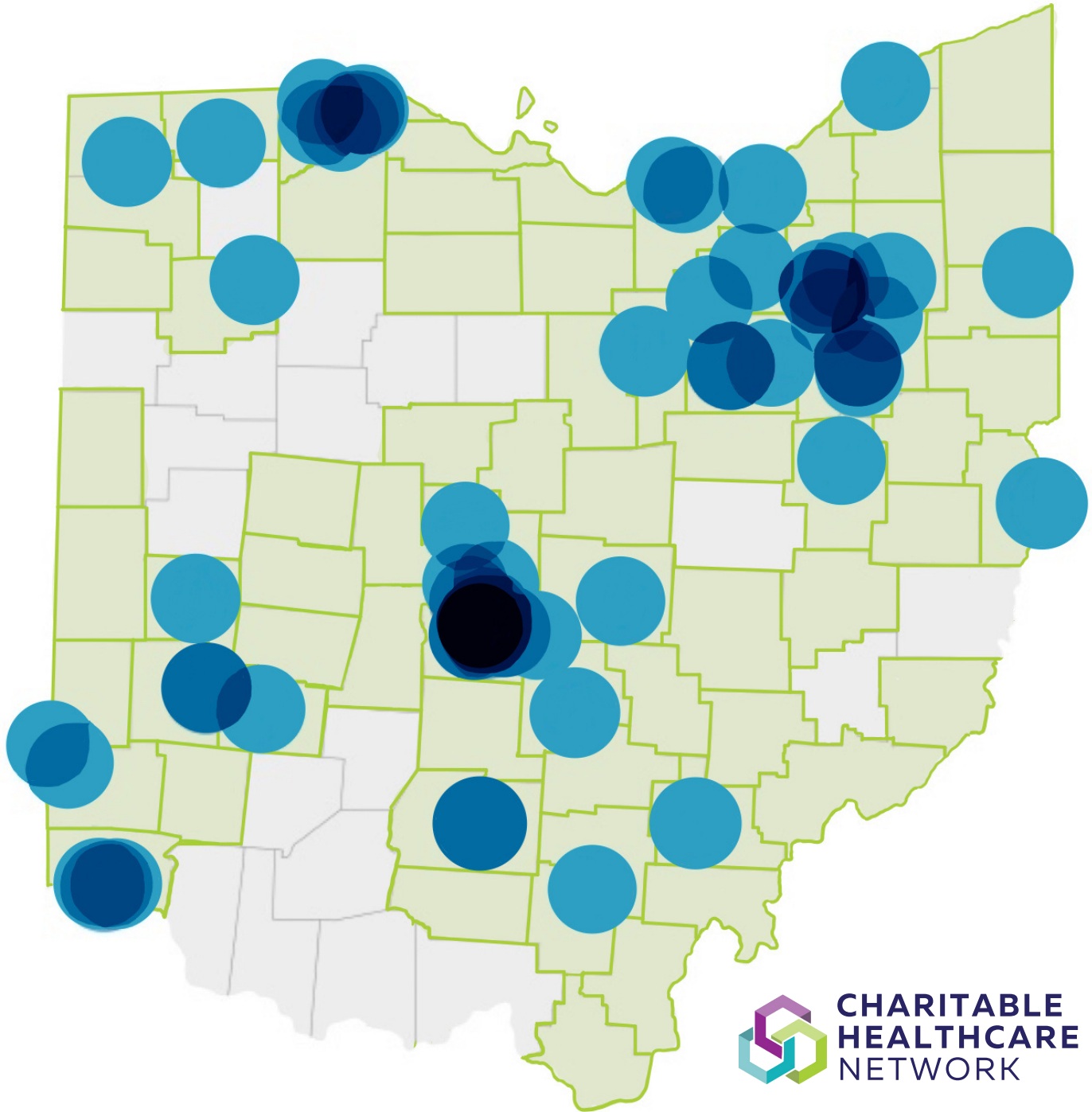


"In July of 2020, the clinic's funding had dropped so significantly that there was a possibility of the clinic's doors closing. We met with Deb Miller, Executive Director of CHN, to discuss this concern. After implementing the plan we designed with Deb, we were able to successfully increase our revenue, volunteer providers hours, and number of patient visits. We know that the Health Center is a vital part of our community and we can become even more important as we continue to do patient outreach, write grants and cultivate donors."

-Ohio Valley Health Center, Steubenville

CHN ON THE MAP

A look at where our clinics serve across Ohio



-  = CHN member sites and locations (52 member clinics with 72 sites)
-  = Counties served (69)

LEGISLATIVE ADVOCACY

Working with our legislators to discuss the role of free and charitable health care in Ohio

In 2019, Charitable Healthcare Network staff met with the majority of Ohio's state representatives and senators to discuss the work of free and charitable clinics. As a result of those discussions, legislators increased the line item for free and charitable clinics significantly. Our financial support went up from \$362,000 to \$1.5 million per year!

Along with the increased funding, the state also allowed clinics to broaden the use of those funds. Because less than half of our membership had electronic health records, a portion of the money was allocated for IT needs. Another portion was targeted for quality improvement program development. The balance of the funds was used to provide medical visits, prescriptions, lab work, and case management for our patient population

These funds, which were divided between more than 50 clinics, came at a critically important time. Little did anyone know how important those funds would be to avoid catastrophic consequences for Ohio's uninsured.

In March of 2020, everything had to shut down for the health and safety of all Ohioans. Because funding had been increased and allocated for IT use, CHN was able to help clinics quickly convert to telehealth. Clinics remained open virtually and patient visits continued.

We are grateful to our legislative body for having the foresight to invest in the health of all of Ohio. We are also very proud at how nimble the charitable health care system in Ohio is and how quickly everyone was able to respond to a new and different health care crisis.



LEGISLATIVE HEALTH FAIR

Showcasing our members' work and the vital role of charitable health care in Ohio



On February 19, 2020, CHN hosted its annual Legislative Health Fair at the Ohio Statehouse. Staff and volunteers from clinics across Ohio braved a snowstorm to meet with legislators and aides, and provide them with health screenings and information about the services they provide.

This event, held in lieu of a more traditional advocacy day, helps our clinics show their representatives what they do best: provide care to those who need it most regardless of their ability to pay.

FREE CLINIC APPRECIATION MONTH AWARDS

Our sixth annual kick-off event for Free Clinic Appreciation Month

In celebration of Free Clinic Appreciation Month, CHN partners with the Ohio Department of Health to recognize the exemplary work of our members and their volunteers. Due to COVID, we held a virtual awards ceremony on December 9, 2020, to recognize the following awardees:

2020 Free Clinic Appreciation Month Honorees

 **2020 FREE CLINIC
COMMUNITY VOLUNTEER
OF THE YEAR**

Jennifer Allen, MD
Hope Clinic of Ross County



 **2020 FREE CLINIC
NURSE OF THE YEAR**

Tobie Newberry, DNP, RN
Ohio University Heritage
Community Clinic



 **2020 FREE CLINIC
PHYSICIAN OF THE
YEAR**

Charn Nandra, MD
Ohio Valley Health
Center



 **2020 FREE CLINIC
PHARMACIST OF
THE YEAR**

Mike Espel, RPh
Saint Vincent de Paul
Cincinnati Charitable
Pharmacy



 **2020 FREE CLINIC
OF THE YEAR**

**SOAR Student
Run Free Clinic,
Northeast Ohio
Medical University
(NEOMED)**



*Thank you for all the
wonderful work you do!
You are truly appreciated.*

PARTNER SPOTLIGHT:



HandsOnSports
FOUNDATION

In 2016, CHN received a phone call that changed us for the better. Otto Orf, a retired soccer player who played with Cleveland Crunch/ Force for the last 17 years of his career, called to tell us about his nonprofit, HandsOnSports Foundation. This foundation, which Otto founded in 2009, seeks to improve the lives of at-risk youth through the global sport of soccer.

In 2016, Otto and HandsOnSports expanded the scope of their work: they began to provide medical supplies to those in need, both in Ohio and abroad. Since the beginning of our partnership with Otto and HandsOnSports, we have been able to provide our member clinics with over \$2 million dollars worth of donated medical supplies.

And 2020 was no exception. When PPE was scarce for even Ohio's largest hospitals, Otto and HandsOnSports Foundation gave our clinics access to over \$300,000 worth of PPE and crucial medical supplies at no cost. These supplies have helped our clinics stay open and continue providing vital care to their communities. One member even said, "It felt like Christmas morning!"

We are incredibly grateful to Otto, his staff and volunteers and Hardware Components warehouse for their time, efforts and tremendous generosity!

THANK YOU!



Our members provide \$10 worth of health care for every \$1 they receive



MEET THE TEAM



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CHARITABLE HEALTHCARE NETWORK

Ohio: Stronger. Healthier. Together.