



2018 ANNUAL REPORT



Charles Drew
HEALTH CENTER, INC.

“Growing a Healthy Community”

A MESSAGE FROM THE CEO

In 2018, community health centers across the country battled many uncertainties: the future of health center funding, health insurance changes adversely impacting patients and increased socioeconomic barriers that influence individual's health seeking behaviors. Through it all, Charles Drew Health Center, Inc. has been resilient and focused on what has guided the organization for over three decades – an unwavering commitment to community.

Together we have made substantial investments in the health and well-being of the community. Using our multi-disciplinary service delivery approach to individuals and families, we have made significant strides in improving quality, safety, patient care and family experience. We know the community is stronger when our children are healthy and ready to learn, alongside caretakers who are set up for success in the workplace and home.

Our 2018 Annual Report highlights the impact of our Medical, Dental, Behavioral Health, Pharmacy and Enabling Services professionals working together to ensure that our patients receive the attentive healthcare and support needed. As you will see, your health center has remained committed in our journey to transform healthcare in Omaha.

In 2018, Charles Drew Health Center Inc. served 13,581 unique patients accounting for 41,721 patient visits. Through our Health Care for the Homeless and Public Housing Primary Care programs, 3,605 patients received medical, dental and behavioral health care, while across our system 98% of our patients were at or below 200% of the federal poverty level. Patients 18 and younger represented 38% of our patient population – many receiving care through our School-based Health Centers. Although 44% of our patients were uninsured, everyone received care regardless of their ability to pay.

Additionally, we conducted targeted screenings and preventive checkups for at-risk patients to allow for early diagnosis and treatment of illnesses. We provided specialized care for those with ongoing conditions and chronic pain. We expanded our Pharmacy options to help provide low-cost medications for our patients and on-staff interpreters continued to provide interpretative services to our limited English-speaking patients. In short, we are continuing to break down any barriers that patients may experience while providing solutions to ensure that all patients receive the quality health care they deserve.

In the coming years, we will continue to develop new alignment opportunities with community partners and stakeholders to assist the organization in meeting the healthcare needs of the community. We hope these partnerships will usher in a new way of addressing social drivers of health, while providing a coordinated platform for positive community transformation.

I truly hope you enjoy reading the Report. We are passionate about our mission and look forward to the future with hope and optimism. On behalf of our Governing Board of Directors, Volunteers and Staff – we say thank you. Rest assured, we will continue to work every day to meet and exceed your expectations.



A handwritten signature in blue ink, appearing to read 'Kenny D. McMorris'.

Kenny D. McMorris, MPA, FACHE, CHCEF
Chief Executive Officer

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CHAIRPERSON

Christopher T. Rodgers
*Creighton University – Director of Community and
Government Relations*

VICE CHAIRPERSON

John W. Ewing, Jr.
Douglas County Treasurer

SECRETARY

Patricia Brown
Retired

TREASURER

Fredrick E. Edegbele
IFYS Home Healthcare, Inc. – Owner/Entrepreneur

OUR BOARD OF DIRECTORS

Cho Aye

American Family Insurance – Sales and Service Specialist

Malaby Byrd, Jr.**Terrence S. Byrd**

Siena Frances House – Transportation Coordinator

Fred Conley

Self-Employed

Susan Crawford

Creighton University – Professor of Political Science and International Relations

Ernestine Dorsey

Retired

Jennifer Genua-McDaniel

Genua Consulting, LLC – Chief Executive Officer

Eric Payne

Midwest Gastrointestinal Associates, PC – Office Manager

Brenda Paiz

First National Bank Vice President – HR Business Partnering

Joann Porter, MD

Creighton University School of Medicine – Associate Dean for Graduate Medical Education

Ann Schumacher

CHI Health Immanuel Medical Center – President

Keith Station

Heartland Workforce Solutions – Director of Business Relations

Marvin L. Stancil, MD

UNMC Associate Professor and Medical Director – Maternal Care Program

Raymond Stoupa

Creighton University School of Medicine – Chief Financial Officer

Sheila Wrobel

CHI Health – Corporate Responsibility Officer

OUR EXEC TEAM

Kenny D. McMorris, MPA, FACHE, CHCEF

President and Chief Executive Officer

William Ostdiek, MD

Chief Medical Officer

Molly Cawley, DDS

Senior Director of Dental Services

Larry Duncan, LIMHP, LPC, LADC

Senior Director of Behavioral Health Services

Wayne L. Tate, PharmD, MBA

Senior Director of Pharmacy Services

Tarsha Jackson

Chief Financial Officer

Angeline Larson, MBA

Chief Operating Officer

Andrew Monson, JD

Development Director

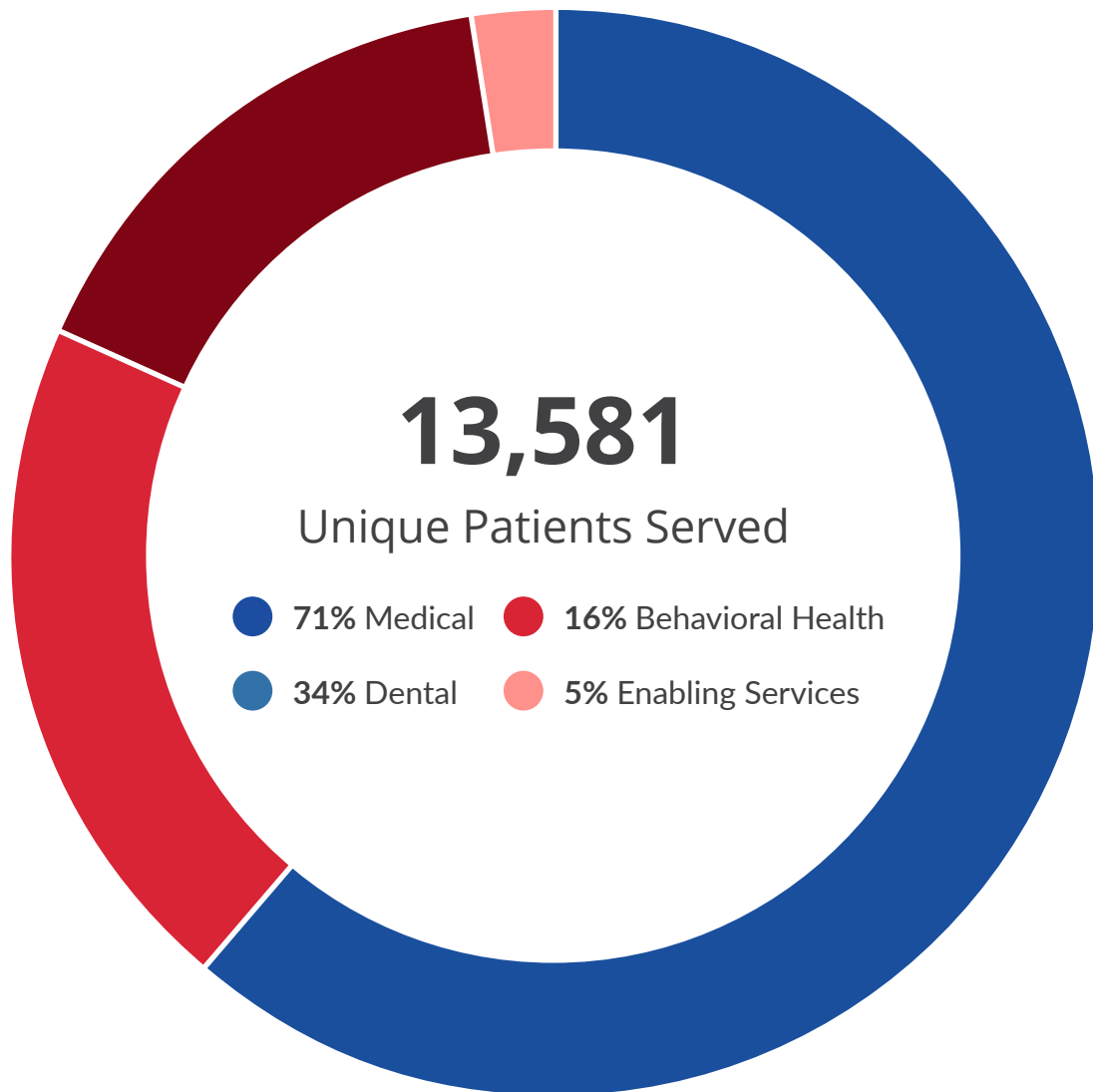
Shayla Pierce

Human Resources Director

WHAT WE DO

Unique Patients Served

In 2018, Charles Drew Health Center, Inc. served 13,581 unique patients through Medical, Dental, Behavioral Health, Pharmacy and Enabling Services accounting for 41,721 patient encounters.



MEDICAL SERVICES

Served 9,624 patients at 25,524 encounters.



BEHAVIORAL HEALTH

Served 1,842 patients at 5,855 encounters.



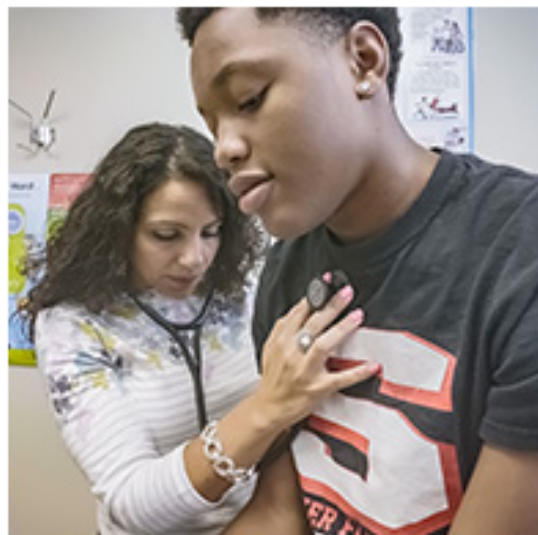
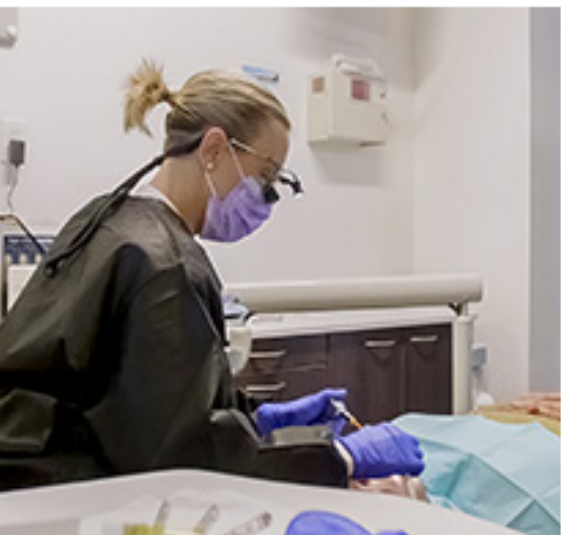
DENTAL SERVICES

Served 4,625 patients at 8,633 encounters.



PHARMACY SERVICES

Dispensed 38,622 prescriptions.





OVERCOMING UNFORESEEN CIRCUMSTANCES

For the majority of his life, Rob has not known consistency. Growing up in an unstable home, he bounced through group homes eventually landing on the streets when he was 15. For Rob, having access to quality health care is the key element in changing his life.

At a young age, while playing basketball, Rob took an elbow to the head and began experiencing loss of vision and dizziness. He was later diagnosed with a pituitary tumor and began surgery to remove it. After two procedures resulting in remission of the tumor, five years ago it recurred and symptoms began affecting Rob's health. "I was frustrated because the doctors wouldn't, or couldn't, give me answers."

Six years ago, Pete met Rob while he was living in a tent at a homeless camp. "While I was working at my previous employment, I began working with Rob. During that time, Rob mentioned some health issues, but wasn't open to engaging in treatment." As Pete transitioned into his new role as Community Health Worker with Charles Drew Health Center, Inc., he began to see Rob around the shelter on a frequent basis. "I would see him all the time and for a long time he wouldn't talk to me. I would say hi to him as I saw him around campus, but he would sort of brush me off. No one, including myself was able to make an ongoing connection with him. Until the symptoms from his tumor began to get worse." After meeting Pete one-on-one, and connecting him to his previous role, Rob began to trust and open up.

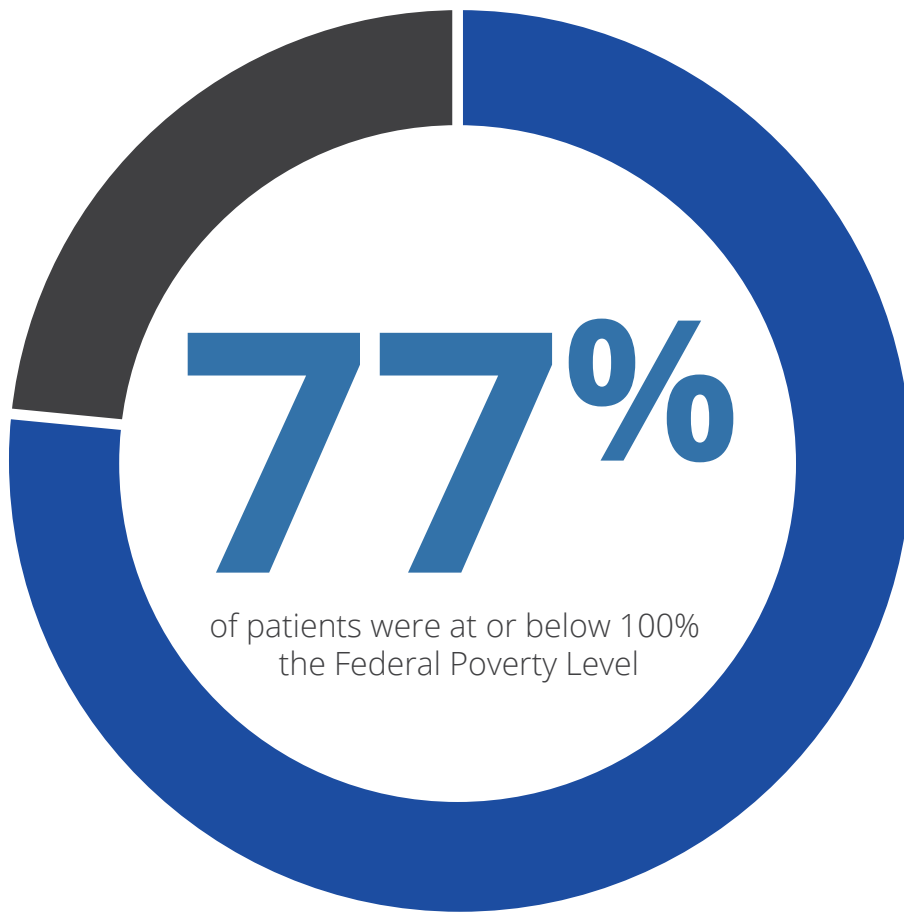
After Rob chose Charles Drew as his primary care provider and created a routine of consistent appointments, the duo took steps to secure disability benefits and Medicaid. For Rob, "it's easier to come see the doctor here, than it is to try to schedule an appointment somewhere else." With Pete by his side, Rob has been able to access providers outside his primary care to address specific health problems, such as sleep apnea and thyroid issues, in addition to his tumor. For Pete, this access has made a life changing difference in Rob's life. "It makes me proud when I see him trusting doctors and keeping appointments while getting positive results."

Today, Rob is striving not only to improve and advocate for his health, but also to secure a permanent home. The two are working to qualify Rob for assisted living. However, for Rob, "Charles Drew is the spot where everyone goes. It's the home away from home for some of us."

WHO WE SERVE

98%

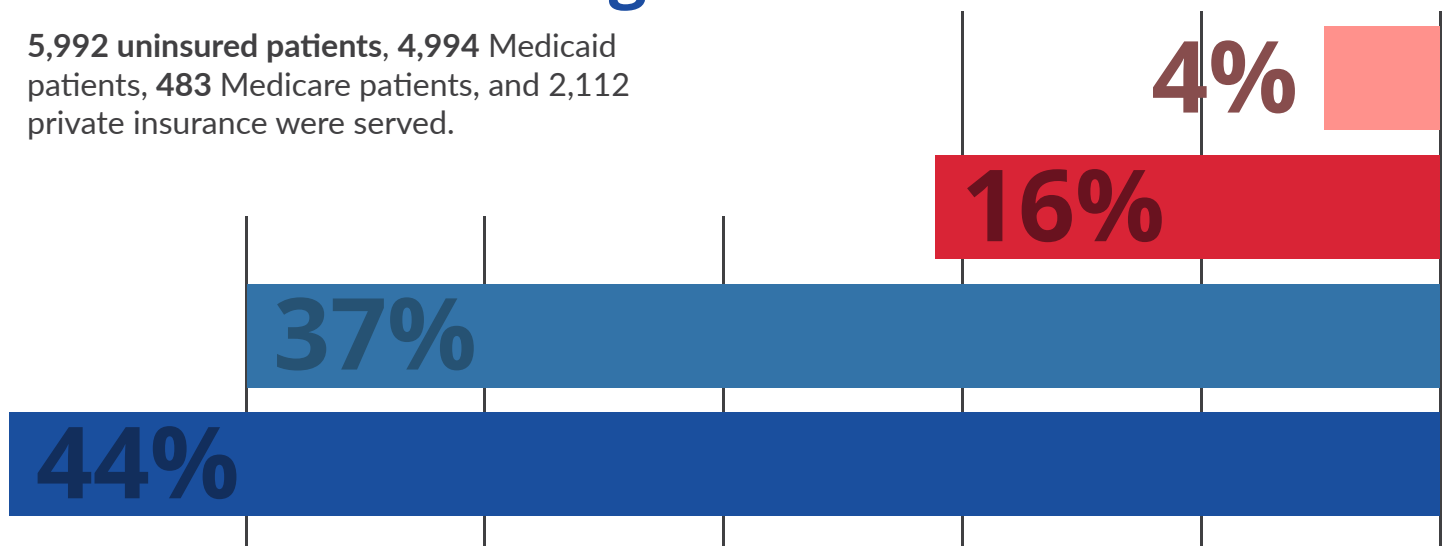
Of patients were at or below 200% of the Federal Poverty Level.



Source of Patient Insurance Coverage

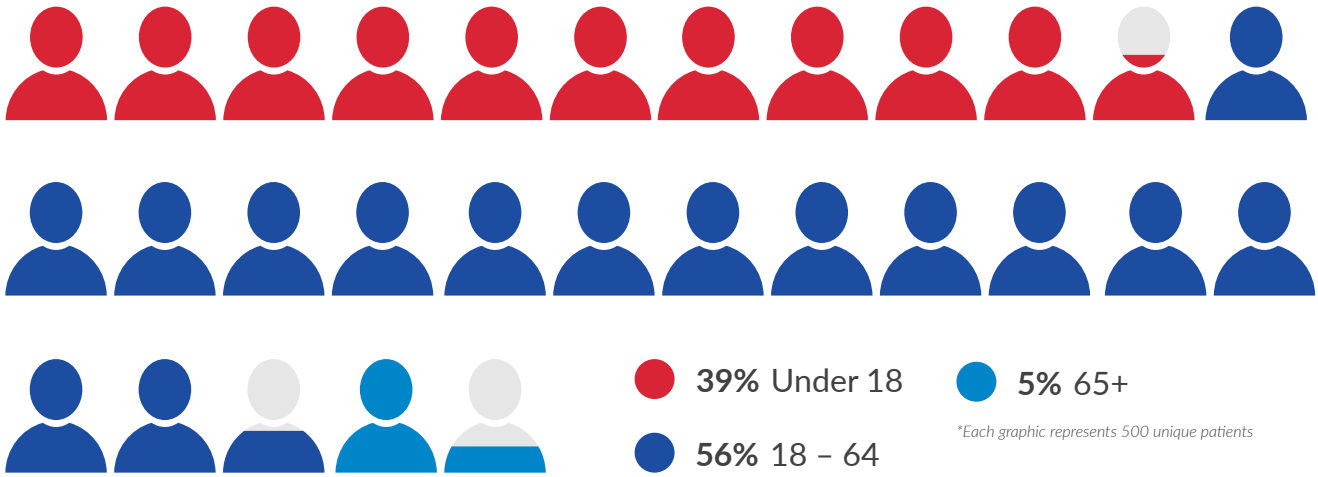
5,992 uninsured patients, 4,994 Medicaid patients, 483 Medicare patients, and 2,112 private insurance were served.

- Uninsured
- Medicaid
- Private Insurance
- Medicare



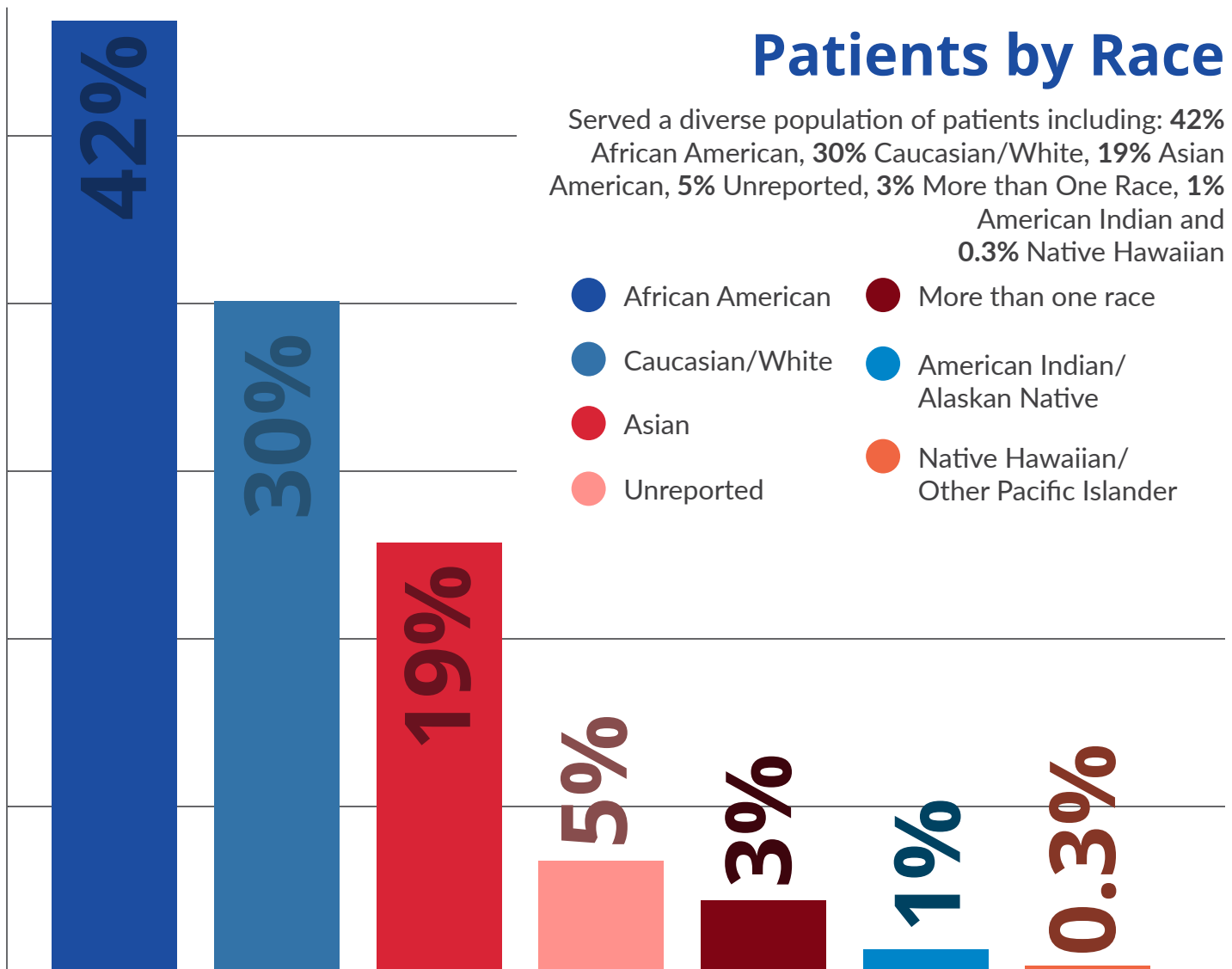
Patients by Age

Of the 13,581 unique patients served: **39%** were under 18, **56%** were between the ages of 18 and 64, while **5%** were 65 and older.



Patients by Race

Served a diverse population of patients including: **42%** African American, **30%** Caucasian/White, **19%** Asian American, **5%** Unreported, **3%** More than One Race, **1%** American Indian and **0.3%** Native Hawaiian







DEFYING ODDS THROUGH FAITH AND DETERMINATION

Juventino radiates a spirit of grit and determination. Rooted in a strong faith and with his family in hand, Juventino conquered a near death experience due to West Nile.

Born and raised in a small town outside Guanajuato, Mexico, Juventino dedicated his life to working beside his father in the field. Together, they would follow the oxen hand planting and pruning each row of crops until harvest three times a year. Years later he met his wife and began a family. In 1997, Juventino and his wife arrived in the States seeking a better life. "In Guanajuato, it was everything – beautiful and ugly – but you are very poor."

In early August, Juventino began sweating profusely and showing signs of an illness. His family recommended he visit the emergency room and was transferred to a local hospital for pneumonia. After a few days of symptoms worsening, the providers performed a spinal tap resulting in the West Nile Virus. Soon after, Juventino lost consciousness.

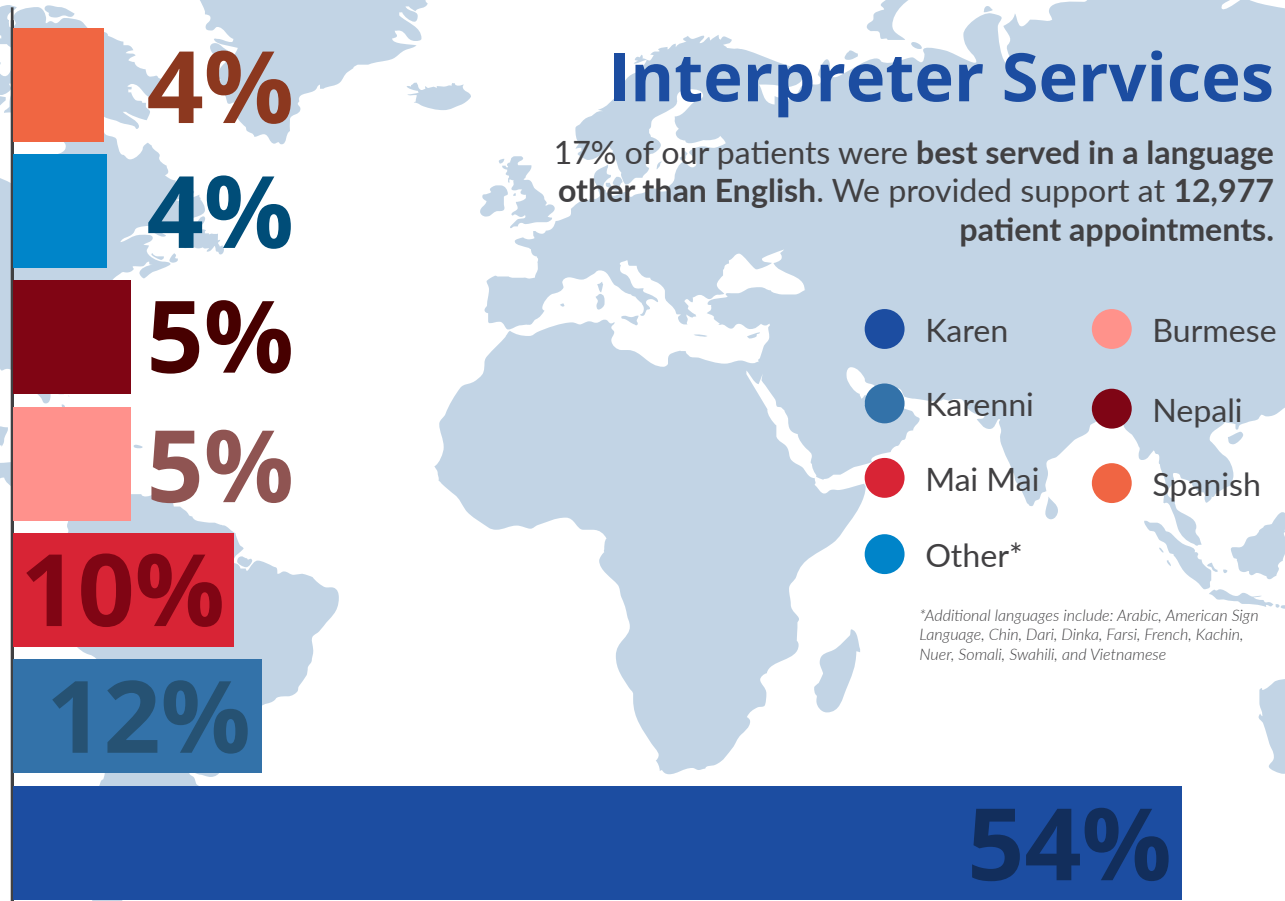
For a month, Juventino laid in the hospital attached to feeding and tracheostomy tubes while his family remained by his side. "It came as such a surprise and so unexpected that I didn't know how to react," said Juventino's wife. "I would sleep there, and our children were there. I continuously prayed to God. Some of the nights I went through, you can't even imagine. Some, I don't want to remember."

After eight months recovery, when the time came for Juventino to continue care at a primary health care provider he and his family remain committed to Charles Drew Health Center, Inc. "We are very grateful and appreciative of Charles Drew. The doctors, nurses, interpreters and staff take care of us so well."

ENABLING SERVICES

Interpreter Services

17% of our patients were best served in a language other than English. We provided support at 12,977 patient appointments.



Special Populations

Served 3,605 patients experiencing homelessness or who resided in public housing. Our Community Health Workers reached 869 individuals through outreach at our public housing towers and 1,009 individuals through outreach at our homeless campuses.

School-based Health Centers

Served 1,041 unique patients in 1,945 clinic visits. 683 patients received Medical care while 325 patients received Behavioral Health care.

Wellness

Served 426 patients and 188 Nutrition and Wellness participants throughout the year.

Community Engagement

Connected with 3,391 youth through 94 educational and outreach encounters

Eligibility and Enrollment

- Assisted 14,806 people with Marketplace and Medicaid Enrollment
- Applied 661 people for Economic Assistance programs
- Provided 50 people with disabilities essential equipment through the support of the Enrichment Foundation

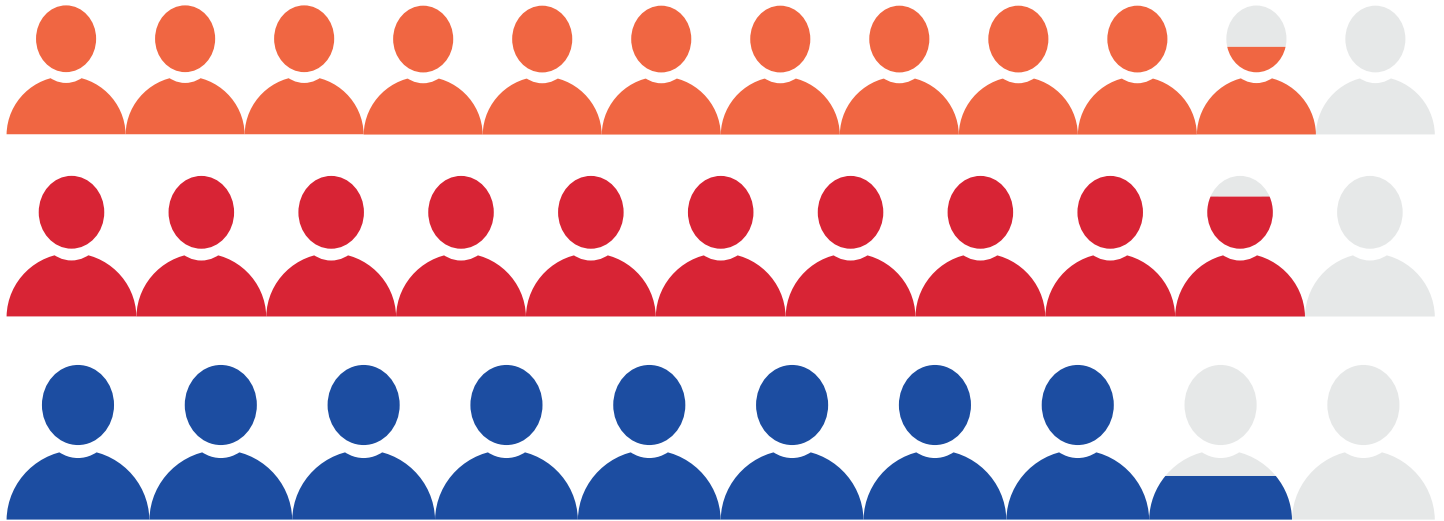
Toothmobile

Served 1,438 school-aged children.

Reproductive Health Testing and Screenings

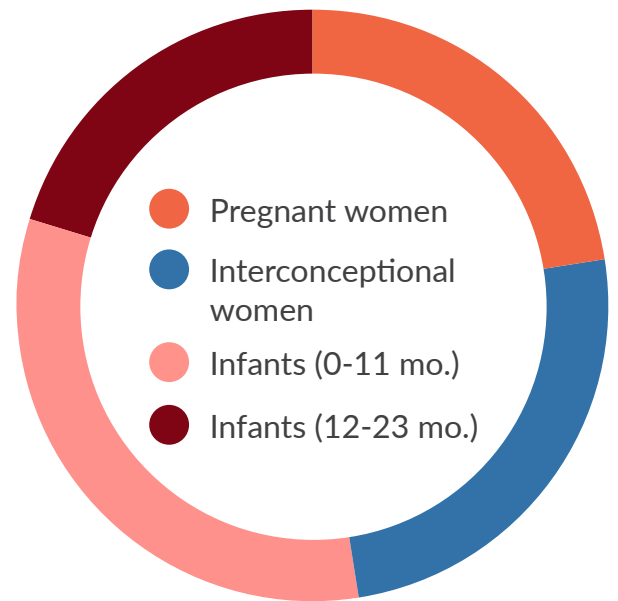
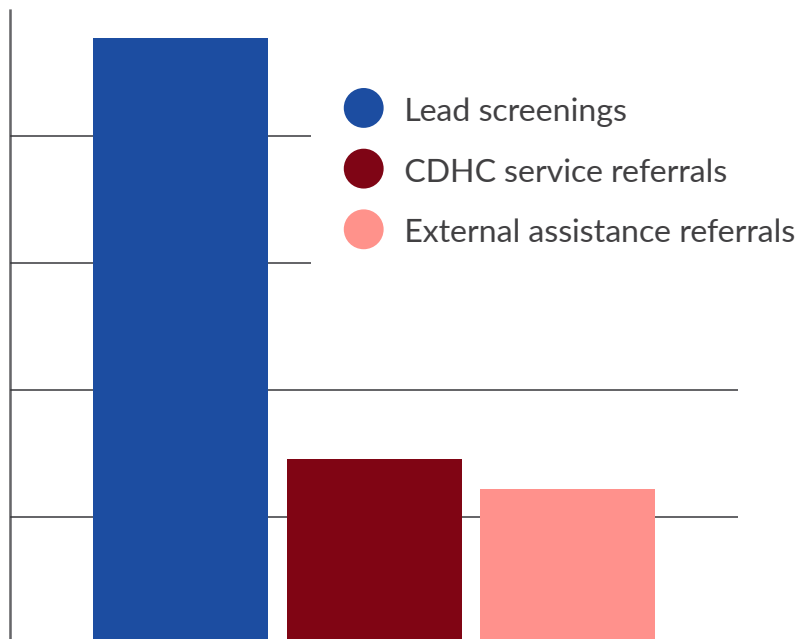
Tested **2,670 individuals** for STIs, screened 493 individuals for breast cancer, and distributed 165,140 condoms.

- STIs tests
*Each graphic represents 250 individuals
- Breast cancer screens
*Each graphic represents 50 individuals
- Condoms distributed
*Each graphic represents 20,000 condoms



Women, Infants and Children (WIC)

The Charles Drew Health Center, Inc. WIC Program aims to safeguard the health of low-income women, infants and children who are at nutrition risk by providing nutritious foods, information on health eating, and referrals to health care. In 2018, the CDHC WIC program served **3,194** eligible participants, tested 1,216 individuals for traces of lead and referred 1,453 participants to additional CDHC services.



Omaha Healthy Start and Fathers For a Lifetime

Omaha Healthy Start served **405** participants; 91 individuals were pregnant women, 101 participants were interconceptional women, 130 were infants 0-11 months, while 81 were children 12-23 months. Fathers For a Lifetime served 95 men.



WHERE WE SERVE



Accessible Locations

We have 13 locations including: 4 School-based Health Centers, 4 Public Housing Health Centers and 2 Healthcare for the Homeless. Charles Drew Health Center, Inc. is the only Federally Qualified Health Center in Nebraska that has a "special population" designation for Healthcare for the Homeless and Residents of Public Housing.

1 Charles Drew Health Center, Inc.
2915 Grant Street
Omaha, NE 68111

8 CDHC at Siena Francis House
1111 N 17th Street
Omaha, NE 68102

2 CDHC at St. Richards
4320 Fort Street
Omaha, NE 68111

9 CDHC at Campus for Hope
1490 N 16th Street
Omaha, NE 68102

3 CDHC at Manderson Street
2912 Manderson Street
Omaha, NE 68111

10 CDHC at Jackson Tower
600 S 27th Street
Omaha, NE 68105

4 CDHC at Omaha Northwest
High Magnet School
8204 Crown Point Avenue
Omaha, NE 68134

11 CDHC at Crown Tower
5904 Henninger Drive
Omaha, NE 68104

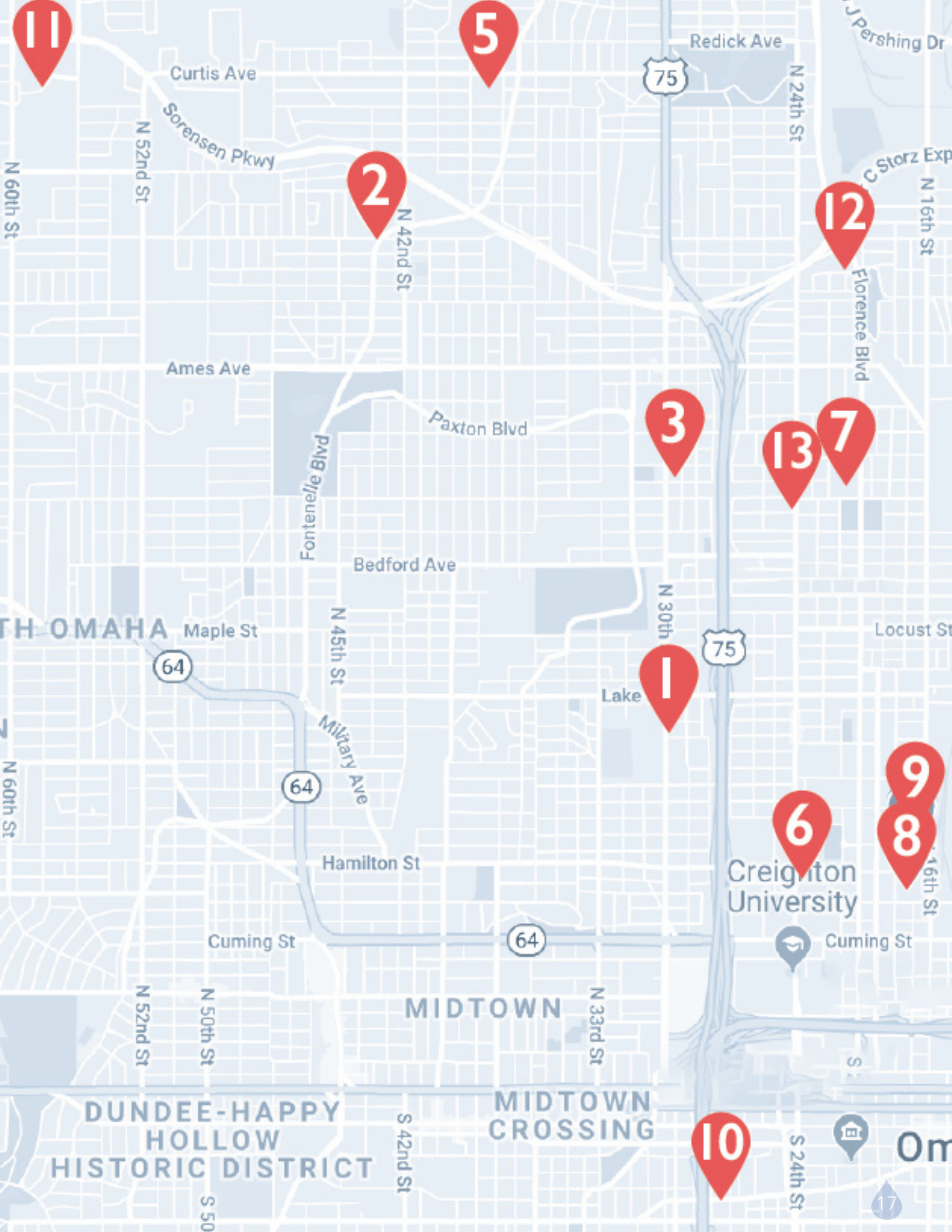
5 CDHC at Belvedere Elementary
3775 Curtis Avenue
Omaha, NE 68111

12 CDHC at Florence Tower
5100 Florence Boulevard
Omaha, NE 68110

6 CDHC at Kellom Elementary
1311 N 24th Street
Omaha, NE 68102

13 CDHC at Evans Tower
3600 N 24th Street
Omaha, NE 68110

7 CDHC at King Science &
Technology Magnet
3720 Florence Boulevard
Omaha, NE 68110



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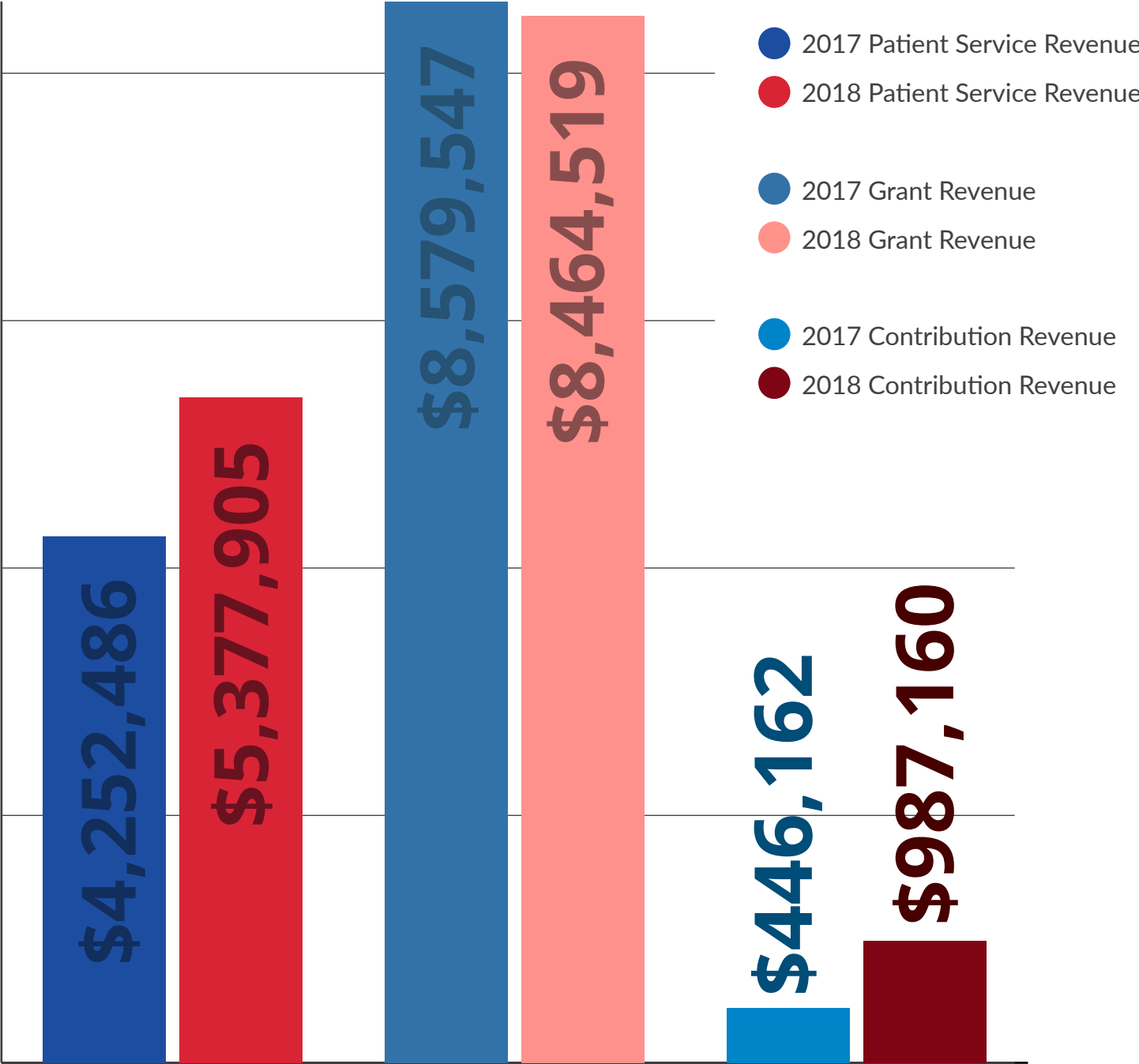
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	2017 FISCAL YEAR	2018 FISCAL YEAR
REVENUES		
Patient service revenue, net of uncollectible provision	\$4,252,486	\$5,377,905
Grant revenue	\$8,579,547	\$8,464,519
Contribution revenue and other revenue	\$446,162	\$987,160
<i>Total revenues and other support</i>	<i>\$13,278,195</i>	<i>\$14,829,584</i>
EXPENSES		
Salaries and wages	\$7,066,880	\$8,350,139
Employee benefits	\$1,438,693	\$1,902,497
Non Personnel Costs	\$4,080,024	\$4,439,076
<i>Total expenses</i>	<i>\$12,585,597</i>	<i>\$14,691,712</i>
OPERATING INCOME	\$692,598	\$137,872
NON-OPERATING AND OTHER CHANGES	\$263,531	\$(524,258)
CHANGE IN NET ASSETS	\$956,129	\$(386,386)
ASSETS		
Cash and investments	\$1,389,560	\$1,391,632
Net patient accounts receivable	\$817,042	\$791,473
Grants and other receivables	\$957,022	\$768,982
Other assets	\$189,576	\$227,745
Property and equipment, net	\$5,265,329	\$5,012,730
<i>Total assets</i>	<i>\$8,618,529</i>	<i>\$8,192,562</i>
LIABILITIES		
Accounts payable	\$606,155	\$902,421
Other liabilities	\$1,141,006	\$805,159
<i>Total liabilities</i>	<i>\$1,747,161</i>	<i>\$1,707,580</i>
NET ASSETS	\$6,871,368	\$6,484,982

FINANCIAL OVERVIEW

Revenue Summary

In 2018, patient service revenue accounted for \$5,377,905, or 36% of Charles Drew Health Center, Inc.'s overall revenue. Primary medical services accounted for 72% of overall patient service revenue.





nebraska *health+*

