Healthy families. Strong communities.
MISSION STATEMENT:
Chicago Family Health Center will promote health, work to prevent disease and provide treatment through the delivery of quality, accessible primary health care that is culturally sensitive, affordable, and responsive to community and individual needs.

VISION STATEMENT:
Chicago Family Health Center will become the provider of choice for comprehensive primary health care by achieving excellence in quality, access for all who seek care and the improvement of the health of the communities we serve by utilizing innovative health solutions.

VALUES:
Commitment • Respect • Integrity • Compassion • Quality • Patient Focus

Welcome to the first Chicago Family Health Center Annual Report. As you flip through these pages you will learn about our history, mission and commitment to our patients. We are proud to showcase the work we have accomplished and hopeful about embarking on a new road ahead.

We are a network of healthcare centers comprised of five sites offering comprehensive primary medical and dental care to 26,000 patients annually. These are exciting times for Chicago Family Health Center. Community health centers like ours guarantee choices for how people receive care, expand access to health care by making it affordable and place us on the frontlines of health care reform efforts.

We believe quality primary, routine healthcare is a basic human right and we have been successful in impacting the communities we serve because of your support. We thank our donors, board members, staff and all who have journeyed with us as advocates of our mission to create healthy families and strong communities. We hope to count on your continued generosity and enthusiasm for providing health and wellness to those who need it most.

Sincerely,

Warren J. Brodine, CEO
Nick Valadez, Board Chair
Chicago Family Health Center

Nick Valdez and Warren Bodine

Warren J. Brodine, CEO
Nick Valadez, Board Chair
Chicago Family Health Center

1
During the 1970s the steel industry was the economic engine of the communities that Chicago Family Health Center serves today. When that commerce failed in the late 70’s and early 80’s, more than 43,000 area residents found themselves without a job. Other businesses and industry soon followed the exodus out of the area—including health providers and medical centers. The community’s medically underserved were limited to a City Department of Health storefront facility to meet their health needs.

The Claretian Fathers of the local Catholic Church recognized the need and brought together community residents and other stakeholders to create a vital health safety net that would provide quality health care for the residents of the area.

In 1977 the Claretian Medical Center opened its South Chicago clinic on 91st and Commercial Avenue. That year, it provided care to 400 South Chicago, South Deering, and the East Side patients. Today Chicago Family Health Center is a network of health centers spanning five locations in South Chicago, Pullman, East Side, Roseland and Chicago Lawn. Last year Chicago Family Health Center saw more than 26,000 under-served, uninsured and under-insured patients in these areas.
Healthcare is a Basic Human Right

A child with a cold cannot concentrate in school and is at risk of failing academically. A family without health insurance can become financially overwhelmed under the burden of a serious injury or illness. Seniors without prescription assistance often find themselves choosing between purchasing common necessities such as food or their medication.

Universal healthcare gives people hope, dignity and a chance at leading long, healthy and productive lives. At Chicago Family Health Center no patient is ever turned away, regardless of their race, religion, gender, income or ability to pay. Comprehensive health care, including dental and other social services are accessible and affordable in areas of need throughout the South, Southeast and Southwest Side of Chicago.

The Patient Protection and Affordable Care Act (H.R. 3590)

The passage of H.R. 3590 in 2010 impacts thousands of community health centers around the country like Chicago Family Health Center. The bill’s provisions include:

- $11 billion for health center expansion
- $1.5 billion for capital needs
- $1.5 billion for the National Health Service Corps to place an estimated 15,000 providers in communities with a shortage of doctors like many Chicago communities.

These investments will strengthen the healthcare system, and cover some 16 million more Americans.

The signing of H.R. 3590 gives this generation the chance to play a pivotal role in ensuring that people are self-sufficient and free of preventable disease.

Out of the more than 26,000 patients that sought primary care at Chicago Family Health Center last year:

- 3,740 were treated for hypertension
- 1,100 received medical case management for diabetes
- 500 received medical case management for Asthma
- 2,000 received flu shots
- More than 6,000 came to Chicago Family Health Center for comprehensive dental care

This is Francis

Francis has been living in South Chicago for more than 50 years. She has seen her neighborhood go through its share of changes, but what has remained a constant in her life is her medical home. Francis has been a Chicago Family Health Center patient for some 20 years.

“The doctors are nice here and they have always taken good care of me,” says Francis who overall considers herself a pretty healthy person. “I have some arthritis but other than that, there isn’t much wrong with me.” Francis has Medicare and chooses to receive quality health care services at Chicago Family Health Center. She sees her doctor about every three months and tries to take care of herself in between visits.

Routine primary care is the key to maintaining healthy at any age and Chicago Family Health Center gives Francis access to that care.

“Chicago Family has been in the neighborhood a long time and I am glad for that. It’s important for the community to have a place like this because everyone benefits. Those with no insurance and no money know that this is the place to come,” added Francis.
Quality primary health is at the core of healthy people, families and communities. By treating chronic illness and preventable diseases we increase people's chances of staying healthy. Chicago Family Health Center does this by connecting patients with a routine doctor who sees them regularly in one of their five Chicago health care centers. This continuum of care keeps people who are sick with a common ailment such as the flu, from seeking costly treatment in an emergency room.

Community health is critical to keeping the cost of care manageable, while ensuring the best outcomes for patients. Primary care doctors at Chicago Family Health Center treat adults, mothers, children, the elderly and the homeless. The quality care they receive helps prevent common chronic conditions such as diabetes, asthma and hypertension from becoming severe illnesses or disabilities. Health care providers at each health center not only treat patients, but also educate them so they may avoid diseases and other health setbacks. Providers and support staff work with patients to help them alter risky behaviors and patterns that can lead to obesity, high blood pressure, birth defects and other conditions.

Chicago Family Health Center offers:
- Immunizations
- Back to school exams
- Prenatal care
- Well-child programs
- Women's health
- Dental care
- HIV screening and referral
- Social services and referral
- And much more

Making Health Care Affordable
Last year Chicago Family Health Center handled 108,000 visits from patients seeking non-urgent care. If those patients had sought care in an emergency room they would have incurred a charge in excess of $1,200, nearly 10 times the cost of a visit to Chicago Family Health Center.

Chicago Family Health Center accepts Medicaid, Medicaid, HMOs and private insurance. If patients have no health insurance, they will be enrolled in a discount (or Sliding Scale) program which bases its fee schedule on family income.
We Have HOPE

Chicago Family Health Center’s Hypertension Outreach, Prevention and Education (HOPE) project targets South Side populations that are at risk for high blood pressure and heart disease. The HOPE project, launched in the fall of 2010 is generously funded by a three-year United Way grant.

Why the South Side?

The disproportional incidence of adult hypertension throughout the Chicago Family Health Center service areas is the fallout of the limited access to health care prevalent in these communities. Ninety-six percent of Chicago Family Health Center patients live at or below 200% of the Federal Poverty Level, 37% are uninsured and 50% are on Medicaid.

Lack of access translates into a shortage of prevention and treatment options for those suffering from or at risk of developing hypertension. With African American and Latino men having the highest rate of hypertension-related death of any group in the U.S., HOPE is stepping in to provide education, prevention and outreach services. HOPE links patients with a health care provider who will manage their symptoms, develop a treatment plan and improve the quality of life for all HOPE participants.

This is Carla

Carla and her husband were successful business owners who worried little about the health care system. They never imagined they’d end up at their local emergency room for routine healthcare. When the recession hit, their life changed and their health took a back seat.

“I’d been running up bills I couldn’t pay in the emergency room and made up my mind not to go back,” said Carla. But she needed a doctor. “Finding Chicago Family Health Center was a turning point for me. For the first time in a long time, somebody finally wrote my name on a chart and I had my own doctor who listened to me and developed a health plan just for me.”

More and more people are finding themselves in Carla’s shoes. Chicago Family Health Center believes that healthcare is something people shouldn’t have to do without.

Today Carla is back on her feet and now serves on the board of directors at Chicago Family Health Center. She is also still a patient here.

“Chicago Family Health Center stands in the gap that exists when it comes to health care. It’s not just a clinic, but a life raft.”

There is HOPE for Hypertension Patients

Under the supervision of a doctor, hypertension can be treated and managed with medication and by simply making healthy choices and lifestyle changes such as:

- Maintaining a healthy weight
- Staying physically active
- Eating right
- Eliminating or limiting the consumption of alcoholic beverages
- Quitting smoking

In 2009 Chicago Family Health Center provided quality care to some of the most underserved residents of the South, Southeast and Southwest side of Chicago.

- 39% were uninsured
- 50% were Medicaid beneficiaries
- 96% live at or below 200% of the Federal Poverty Level
- 1,437 were homeless
Chicago Family Health Center, a Federally-Qualified Health Center is a 501 (c)(3) community health center operating five locations in South Chicago, East Side, Roseland, Pullman and Chicago Lawn. The center currently has more than 20 family practice, internal medicine, pediatrics, OB/GYN and cardiology physicians on staff as well as 5 dentists and 2 behavioral health providers. About 225 employees provide support services and wrap-around care in each site and in 24 homeless shelters throughout the Southland.

Chicago Family Health Center manages more than $10 million in grants and contract funding. With a budget of approximately $20 million, Chicago Family Health Center is poised for continued growth through additional services and delivery sites.
This is Sana

Sana is a brand-new mom. She gave birth to baby Kevin this fall with the help of the Maternal and Child Health program at Chicago Family Health Center. The program is funded by the federal Healthy Start Program and encourages women to begin prenatal care early.

Once in the program, a team that includes an OB/GYN physician, nurse case managers, outreach workers and breastfeeding counselors help mothers like Sana deliver healthy babies. The Maternal and Child Health program team develops personalized relationships and bonds with women and encourages them to begin prenatal care during the first trimester of pregnancy. They also advocate for them so they will continue to care for themselves and their babies through postpartum and newborn health care visits.

“The doctors here are very caring,” said Sana. “They gave me great information about breastfeeding and on how to take care of my baby. They were very helpful with any questions or concerns that I had, whether they gave me assistance or referred me to where I could get help.”

Chicago Family Health Center is committed to providing prenatal and post-partum care to mothers and babies in an effort to reduce the infant mortality rate in the communities it serves. Chicago Family Health Center service areas have high rates of teen pregnancies, low birth-rates and little or no prenatal care. Chicago Family Health Center also reaches out to high-risk women who are impoverished and living on the South Side of Chicago. Additionally, CFHC promotes early prenatal care, pregnancy prevention and safe sex education at local high schools.

“This is an important place,” added Sana. “Health care is not always available around here, but Chicago Family Health Center gives people a chance to be healthy.”

Last year at Chicago Family Health Center:

• More than 1,600 women received pre-natal care
• 667 babies were delivered
• 80% of pediatric patients under the age of two received their recommended immunizations
Chicago Family Health Center gratefully acknowledges the following donors for their generous gifts, pledges and pledge payments made between July 1, 2009 and June 30, 2010.

$3,800-$1,000
Mark Bennett
Warren Brodine and Mark Rhein
Craig and Susan Manske
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Elysian Hotels
The Field Museum
Fireplace Inn
The Franklin Tap

According to the American Dental Association, routine dental exams uncover problems that can be easily treated in the early stages when the damage is minimal. Dental care is also critical to people’s general health. However, access to oral care is often limited throughout the communities that Chicago Family Health Center serves.

Low income groups and minorities suffer disproportionately from poor oral health. According to the CDC in Illinois only 59% of African Americans and 56% of Latinos received a teeth cleaning in the last year. Chicago Family Health Center is one of the few health providers in the area that offers a comprehensive dental care program to patients, including those without dental insurance. Thanks to its discount plan, or sliding fee scale, uninsured patients can receive an array of dental services at affordable prices that are based on their income and ability to pay. These include:

- Oral exams
- Teeth cleanings for adults and children
- Emergency services
- Fluoride treatments and sealants
- Restorative care
- Oral surgery
- Rehabilitation services including periodontal care

Chicago Family Health Center currently offers dental care at three of its five locations in South Chicago, East Side and Pullman. In the fall of 2010 the Illinois Children’s Healthcare Foundation awarded Chicago Family Health Center a $276,000 grant to open a dental suite at its newest site in Chicago Lawn. The suite will specialize in pediatric dentistry.

Special Events Support
$20,000 and above
The Beverly Bank and Trust

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The University of Chicago

$9,999-$5,000
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*The Chicago Family Health Center Board of Directors must be comprised of at least 51 percent of patients. The (*) denotes those members.

Chicago Family Health Center connects patients to a variety of social and supportive services including:
- Case management for prenatal care and chronic disease
- Specialty referral and follow-up
- Transportation assistance
- Financial and benefits counseling
- All Kids and FamilyCare enrollment
- Referral to WIC centers, mental health and substance abuse programs

In 1999 Krystle turned to Chicago Family Health Center seeking prenatal care, but she came away with a lot more. She was pregnant with her first child, young, frightened and uncertain about her future.

“I had no money or support and really felt alone,” said Krystle. “I never imagined what an important role Chicago Family Health Center would play in my life.”

Pregnant at 18, Krystle was quickly linked with a provider and a nurse who not only took care of her and her baby’s health needs, but made sure she received vital social services such as WIC, the Federal nutrition program for Women Infants and Children, transportation assistance, access to food pantries and other health and human services. To this day, Krystle remains grateful for all the help she received from her case manager.

“She made sure I was keeping my appointments, visited me in my home to ensure I had what I needed and just talked to me about anything that was troubling me. The emotional support I received from her got me through this critical time. She was the first person I called when I had my daughter.”

Today, Krystle is married and has two more children. She also went back to school and is working on a degree in social work because she was so inspired by the help she received at Chicago Family Health Center.

“I want to help people the way I was helped here. The care and comfort I got at Chicago Family Health Center still resonates with me as an adult. There is no place like it in the neighborhood where you are never made to feel like a number.”

Chicago Family Health Center

Local
Chicago Department of Public Health

State
Center of Minority Health
Division of Community Health and Prevention
Illinois Department of Human Services
Illinois Department of Public Health
Office of Health Protection
Office of Women’s Health

Federal
U.S. Department of Health and Human Services
Health Resources and Services Administration
Bureau of Maternal and Child Health
Bureau of Primary Health Care

Grant Support From Corporations, Foundation, and Community Organizations
The listing reflects gifts received between July 1, 2009 and June 30, 2010.

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