

*Touchpoints* *Enhancing health, enriching lives,  
one person at a time.*



## Mission Statement

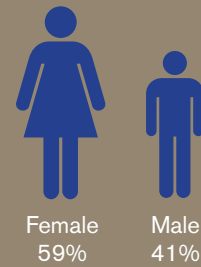
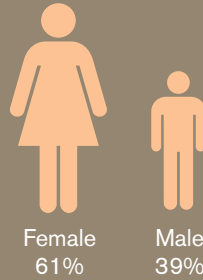
Through an innovative model supported by volunteerism and philanthropy, CommunityHealth will be the leader that defines excellence in delivering comprehensive, patient-centered care at no cost to low-income, uninsured individuals and families in need of a medical home.

### OUR PATIENTS

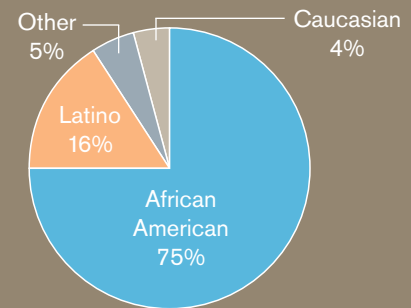
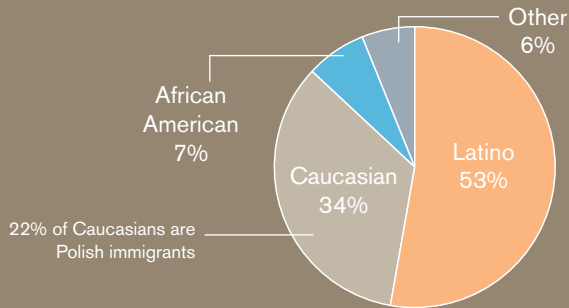
#### WEST TOWN

#### ENGLEWOOD

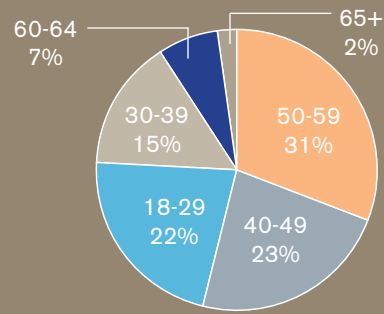
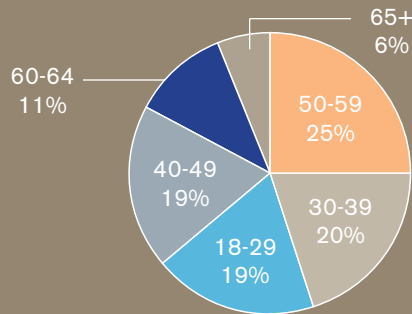
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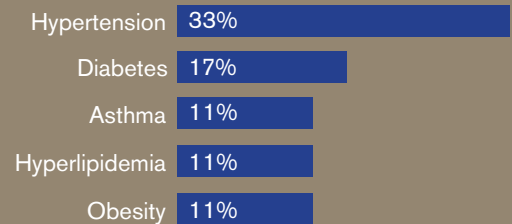
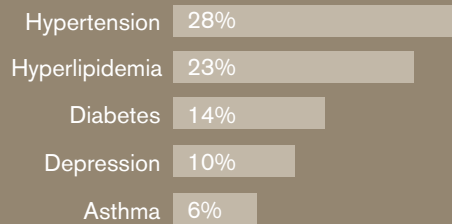
#### ETHNICITY



#### AGE



#### TOP 5 CHRONIC DISEASES



# Touchpoints

*Dear Friends,*

We want to thank you for the remarkable support that you provided in 2010, and also for the trust you bestowed in us as we undertook our boldest expansion in more than a decade. In 2010, we celebrated the opening of our first satellite clinic in the Englewood neighborhood, we launched an oral health program, and we expanded our social services offerings to better meet the emotional and behavioral health needs of our patients.

All of this, of course, would not have been possible without our donors, volunteers and partners. Establishing a satellite site, especially, was a major undertaking and one that required more than just careful planning. Our successful expansion into a new community was dependent upon your confidence in the CommunityHealth model (that is, high-quality, free care delivered by skilled volunteers and supported by philanthropy) and a belief in our mission.

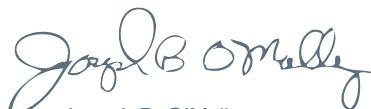
With the opening of the Englewood site, we proved that you can take the innovative model of care set forth by founder Serafino Garella, M.D., 18 years ago and translate it to a different underserved area of the city. To be sure, the new satellite clinic is a unique entity. Through the solicitation of community input and involvement of neighborhood leaders, we identified the most pressing medical needs so we could tailor programs and services accordingly. Yet in Englewood as in West Town, the pillars of volunteerism and philanthropy enable and sustain all we do.

Throughout 2010, as we worked with our donors, community and institutional partners, and welcomed new patients and volunteers in both Englewood and West Town, we were continually reminded of—and humbled by—the many varied relationships that sustain us. Each of these contacts is central to our mission and vital to our success, and never was that more evident than in this year of expansion and community building. That is why we chose **Touchpoints** as the theme for this year's annual report.

To us, **Touchpoints** represents how we intersect with our generous supporters and partners. **Touchpoints** symbolizes our efforts to continually seek guidance from the communities we serve, so that we may adapt and evolve to better serve our patients' needs. **Touchpoints** stands for the personal and enduring relationships with our dedicated volunteers. Finally, **Touchpoints** conveys what takes place every day in our clinics, where the human touch can be diagnostic, healing and comforting to people long overlooked and underserved.

Across the pages of this report, we share the stories of some of these **Touchpoints**. We offer them as examples of our successes, but also as inspiration for our future efforts. Through continued outreach, relationship building and community **Touchpoints**, we can continue the mission of providing high-quality, compassionate health services to the uninsured and underserved.

Thank you.



Joseph B. O'Malley  
*President*



Judith Haasis  
*Executive Director*



# Touchpoint: Englewood – Broadening Our

*On September 27, 2010, CommunityHealth opened the doors of its first satellite site. Located in Chicago's Englewood neighborhood, the new site will allow CommunityHealth to meet the needs of Chicago's most vulnerable residents—patients who do not have ready access to health care and who have historically not been able to travel to the West Town facility.*

**P**atricia and Frederick Webb of Chatham have their fair share of health issues—she has high cholesterol; he struggles with diabetes, high cholesterol and heart disease. But the soft-spoken couple doesn't complain, and they try not to dwell on their medical problems.

After the Webbs lost their health insurance in 2009, however, their health became their primary focus, and concern. The Webbs paid COBRA coverage for as long as they could afford it, but then found themselves in the ranks of the uninsured. They worried about paying for medication (Frederick takes 11 pills each day) and what might happen to his health without regular care. "We didn't know what was going to happen," Patricia recalls. "It's very frightening not to have health care."

Then, by chance, they learned about a new free clinic in Englewood. Now, the Webbs and a growing number of their South Side neighbors call CommunityHealth their medical home. The Webbs go to the satellite site each month for cholesterol and blood pressure checks and receive all their medication through the clinic. They also recently completed a diabetes education course on site.

"We feel very comfortable there," Patricia says. "It means a lot to us to have the clinic there, and I think it means a lot to the community."

## *The neediest patients*

When CommunityHealth leaders began exploring the idea of expansion, their focus quickly centered on the city's southwest region, where a large minority and uninsured population struggles with great medical needs and limited access to care. In Englewood and surrounding neighborhoods, nearly 70 percent of the population lives below 200 percent of the Federal Poverty Level and a growing number of residents, like the Webbs, go without regular health care.

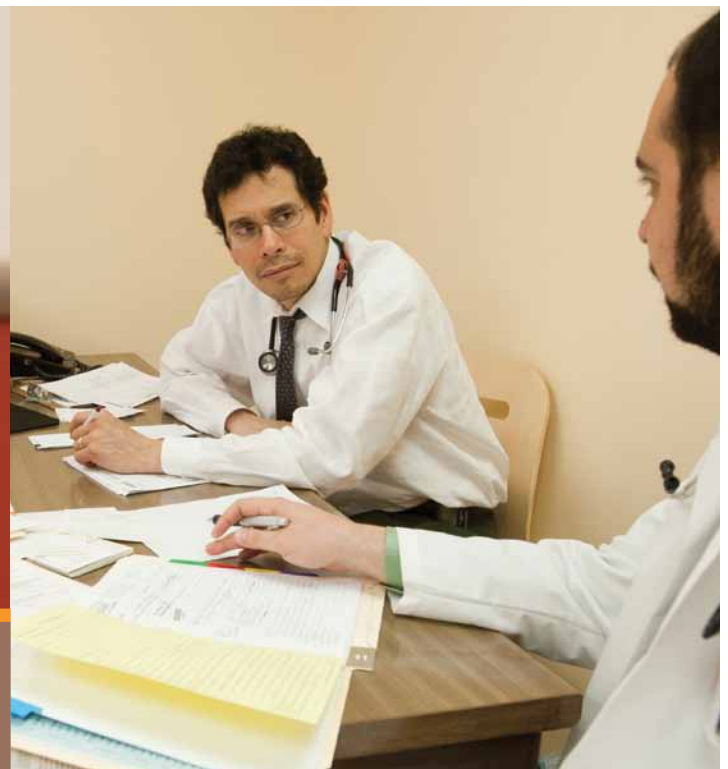
To reach this vulnerable population and expand CommunityHealth's services into the South Side, the health center turned to private, community, civic and philanthropic partners. The City of Chicago offered space within the Health Department's Englewood Neighborhood Health Center, and Sen. Mattie Hunter (D-Chicago) helped secure a capital grant to finance renovations. Leadership gifts from Crown Family Philanthropies, Northwestern Memorial Hospital, University of Chicago Medical Center and the Washington Square Health Foundation helped finance the expansion, which included the acquisition of the Free People's Clinic, a local free clinic in critical need of more space and resources.

The satellite site includes eight exam rooms, a lab, medication dispensary, classroom for health education



*2010 Highlight:* A total of 25,346 medical and dental visits were conducted at the West Town and Englewood locations – a new record.

# Reach



*Dr. James Woodruff*, The University of Chicago, confers with a colleague at the new Englewood clinic. The University of Chicago and University of Chicago Medical Center are key partners at the new site.

and four dental stations. Like the West Town health center, Englewood is volunteer-driven, with a small paid staff. Patients benefit from the same continuity clinics and nurse/case-management services available at West Town. Englewood patients have access to a range of on-site services, including X-rays and mammography, and can also receive specialty care and services at the West Town health center.

## *Important partner*

Crucial to the success of the Englewood site was the early support and involvement of The University of Chicago and University of Chicago Medical Center (UCMC). Led by Eric Whitaker, M.D., M.P.H., UCMC executive vice president and associate dean, and James Woodruff, M.D., residency program director, Department of Medicine, The University of Chicago, both entities play an essential role in clinic operations. Internal medicine residents and attendings staff the clinic two days a week, while UCMC pharmacists volunteer once a month to assist providers in dispensing medications. There are also plans for a University of Chicago student-run clinic, and the provision of donated diagnostic and specialty care.

Hospital leaders were drawn to CommunityHealth in particular because they appreciated the health center's

commitment to education, says Dr. Woodruff. "If part of our mission is to train the future leaders in medicine, it's important that those trainees have exposure to underserved patient populations so that later in their career, as they take on leadership roles, they are more aware of challenges these patients face and challenges the health care system faces in meeting these needs," he says.

Dr. Whitaker expects the clinic to make a difference in the quality of life for area residents today and into the future. "Too many of our neediest residents are disconnected from the health care system. This is a significant step forward, as it provides people a true medical home—a place they can turn for routine needs and chronic conditions," he says. "By improving access, we empower patients and enable them to be actively involved in managing their health care."

The Webbs confirm that the clinic is both needed and welcomed. "Especially these days, where else can people turn?" Frederick says. "It's a life saver." ◀



*2010 Highlight:* More than 61,000 prescriptions were filled at a value of \$9.8 million.

## Touchpoint: MedAccess Chicago — Collaborative Solutions

*The Otho S.A. Sprague Memorial Institute was instrumental in the development of MedAccess Chicago, an innovative solution that provides free medication to the uninsured.*

The Otho S.A. Sprague Memorial Institute has always taken an innovative approach to philanthropy. One of the oldest grant-making foundations in Chicago, the Sprague Institute was founded in 1911 with a mandate to pursue the investigation of the cause of disease, and the prevention and relief of human suffering in Chicago. Underwhelmed by existing research on the health challenges of the day, the Sprague Institute launched its own research program. Those scientific inquiries inspired the foundation's philanthropic support for early interventions and wellness promotion.

The Sprague Institute no longer maintains its own research program, but it still focuses on under-funded health challenges and social issues and it still seeks to collaborate with organizations that apply innovative solutions to those challenges. That is what originally led the Sprague Institute to CommunityHealth back in 1999, and what sustains the relationship today. In 2010, Sprague Institute giving topped \$1 million, making it the health center's first million-dollar funder.

"Our style of philanthropy is much more than writing a check," says James Alexander, executive director of the Sprague Institute. "It's a commitment to look at the environment together, and then come up with solutions that make sense for the time. Our relationship with CommunityHealth is a perfect reflection of that."

No doubt the most striking example of this collaborative approach is MedAccess Chicago. With the backing of the Sprague Institute and an anonymous donor, CommunityHealth opened the licensed, onsite pharmacy in 2007. Stocked with bulk donations from pharmaceutical companies Abbott, Alcon, AstraZeneca, Merck, Novartis, and Sanofi-Aventis, MedAccess Chicago provides free prescription medication to low-income and uninsured patients at CommunityHealth and other Chicago-area clinics. The model was inspired by the foundation's work with the Greater Chicago Food Depository, which relies on bulk donations from the food industry.

In 2010 MedAccess Chicago filled 61,000 prescriptions at a value of \$9.8 million, including non-bulk donated medications. Nearly 7,500 patients have benefited from the program to date. It is the only pharmacy of its kind in the region and a shining example, Alexander says, of how collaborative philanthropy can result in groundbreaking solutions.

"No one had tried this concept in an urban community, but together we saw an opportunity," he says. "What makes CommunityHealth so successful is their constant forward motion. They're always evaluating the landscape, then adapting and evolving to meet their patients' needs." ◀

*2010 Highlight:* New specialty services and education programs include a musculoskeletal clinic, an asthma clinic, chiropractics and art therapy.



## Touchpoint: West Town — Whole Health

*The Rebecca W. Knight Social Work Program is bringing important behavioral and emotional health services to CommunityHealth patients. The expansion of social and mental health programming allows the health center to provide truly comprehensive care.*

There's something different about Angel Antonio Garza now. His friends have noticed; his sister commented on the changes she sees in him; and he feels it, too. It's a change you can't see from the outside, but one that is having a tremendous impact on his health and well being.

Twice a month, Angel meets with CommunityHealth volunteer provider Andrew M. Knight, Ph.D., a licensed clinical psychologist. The sessions help Angel deal with anger-management issues and the stress of being a full-time caregiver for his father. "Dr. Knight talks to me and helps me out big time," Angel says. "I feel great every time I see him."

Because CommunityHealth aims to provide comprehensive health care, tending to patients' social, psychological and emotional needs is a vital aspect of its mission. And thanks to a generous multi-year grant from Rebecca and Lester Knight (no relation to Andrew Knight), CommunityHealth now offers an array of programs and services through the Rebecca W. Knight Social Work Program.

In 2010, Ornella Razetto, MSW, LCSW, came on board as the Coordinator of Social Services to oversee the department's three programming areas, social work, counseling and psychiatry. Through the counseling arm, Razetto and seven volunteers provide individual therapy to patients like Angel. Additionally, the Program coordinates with Rebecca Calendo, MSW, Health Education Coordinator,

on mental health-oriented classes, group therapy and support groups.

For patients who require psychotropic medication management, volunteer medical students, residents and attendings from Northwestern University Feinberg School of Medicine and Department of Psychiatry and Behavioral Sciences conduct a psychiatric clinic three times a month and volunteer psychiatrist Gail Basch, M.D., sees patients once a month. Finally, the Program's social work arm provides personal assistance on a variety of wellness needs, including referrals for long-term counseling or psychiatric services, employment and housing assistance, and help with public entitlement or disability benefits.

Having such services available is critically important because mental illness and behavioral health conditions are especially prevalent and under-treated in low-income communities. Razetto hopes that the availability and variety of CommunityHealth's behavioral health services will encourage more patients to seek care.

Meanwhile, Angel wants others to know about the services and the difference they can make. "I'm not crazy," he says, "I'm just seeing a counselor and he's helping me. I think everyone feels better knowing there's someone out there who cares about you and wants to help you." ◀

**The donors recognized on these pages—and the many others that space prohibits us from listing—supported the growth and expansion of CommunityHealth in 2010 through their generous financial gifts and grants and in-kind donations. Because CommunityHealth is not reimbursed by Medicare, Medicaid or any third-party payer, donors are the lifeblood of the organization. We are privileged to have their confidence and support.**

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*Special thanks to Ms. Rebecca Crown for her support.*

*\* Donors who have given over the course of 10 years or more*

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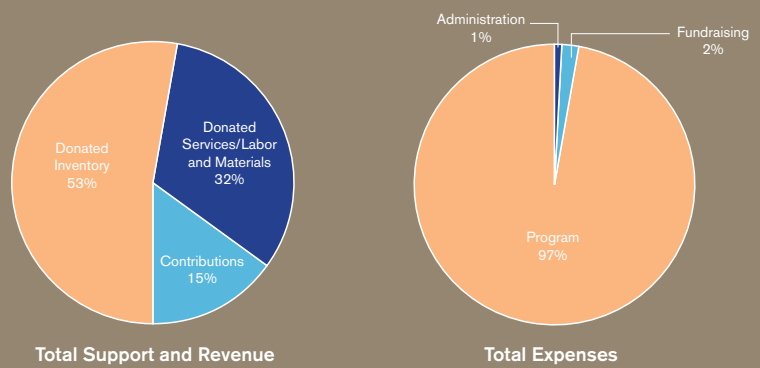
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The University of Chicago  
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Wilmette Advocate Imaging Center  
...and many more

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**2010 Highlight:** A total of 2,479 individuals registered as new patients.





## AUDITED STATEMENT

of Activities Year Ending December 31, 2010

### Unrestricted revenues and support:

Contributions	\$926,807
Patient donations	35,130
Government funding	—
Special events	265,667
Donated services	4,287,948
Donated inventory	7,286,424
Donated labor and materials	—
Other in-kind donations	152,997
Interest	2,436
Other	36,627

Total unrestricted revenues and support 12,994,036

### Net assets released from restrictions:

Satisfaction of program restrictions	1,056,387
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### Expenses:

Program services	13,625,482
Support services	
Fundraising	302,729
Administrative	191,718

Total Expenses 14,119,929

(Decrease) in unrestricted net assets (69,506)

### Temporarily restricted net assets

Contributions	(912,300)
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### Net assets released from restrictions

Contributions	(1,056,387)
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(Decrease) in temporarily restricted net assets (144,087)

(Decrease) in net assets (213,593)

Net assets at the beginning of the year 4,408,365

Net assets at the end of the year \$4,194,772



# Remembering Ilene Goodman

With the passing of Ilene Goodman, CommunityHealth lost a dedicated volunteer and dear friend. For nearly five years, Ilene was a regular presence in the health center. She volunteered three times a week, helping with a multitude of administrative tasks and front-desk responsibilities. Not content to simply give her time, Ilene was also a tireless advocate for CommunityHealth. She served on the Gala Committee, attended fundraisers and social events, helped secure food donations for the nutrition-based cooking classes for our patients and encouraged others to volunteer. In 2010, Ilene was the proud recipient of the Volunteer of the Year award. Her imprint on CommunityHealth was profound and staff, volunteers and patients miss her humor and compassion. We honor her legacy by continuing the work she committed herself to so wholly and positively.

*2010 Highlight:* An unprecedented 54,000+ volunteer hours were donated.

## CommunityHealth volunteers with 5 or more years of service

- |                        |                       |                      |                        |                       |
|------------------------|-----------------------|----------------------|------------------------|-----------------------|
| Dr. Hugo Alvarez       | Dr. Pablo Denes       | Dr. John Ilie        | Dr. Aaron Michelfelder | Dr. Bill Schwer       |
| Dr. Mary Anderson      | Dr. Aashish Didwania  | Dr. Tracy Irwin      | Dr. Timothy Mikesell   | Harendra Shah, PA     |
| Dr. David Ansell       | Dr. Catherine Dimou   | Demetra John         | Dr. Vaishali Mody      | Dr. Syed Shah         |
| Claudia Austin, NP     | Anna Drozd            | Dr. Patrick Johnston | Dr. Mark Molitch       | Dr. Kevin Simpson     |
| Dr. Louis Barnes       | Dr. James Eggers      | Dr. Paul Jones       | Dr. Jeffrey Mono       | Dr. Paul Storrs       |
| Dr. Andrea Baumgartner | Dr. Babu Eladasari    | Dr. Mark Juhn        | Dr. Jessica Montalvo   | Mary Pat Studdert, RN |
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