

2018 ANNUAL REPORT

HEALTH FOR ALL

























TOGETHER WE CAN ACHIEVE MORE

This year, we honor our past as West Side Community Health Services, and move forward as Minnesota Community Care, bringing together our numerous historical brands into one identity. We put the patient and the community first in our decisions and actions, and chose to rebrand our organization to illuminate the essence of our identity, the spirit of our mission, and our charge to positively impact health access and health equity. This is our true identity. Operating at the intersection of public health and clinical care, we are an asset governed by the community and shaped to care for all people. We are here to stay, here to grow, here to continue serving as advocates for health for all.

During this evolving year, we also opened an administrative office site, added a new service delivery site at Creative Arts Secondary School in downtown St. Paul, expanded chiropractic, optometry, and substance use disorder services, offered new services including oral surgery, and enhanced other services like integrated behavioral health. This increase in access to health services translates to more patients receiving the care they need from the teams they trust.

We were founded 50 years ago with a simple purpose – to meet the health needs of the underserved. Although we have evolved, our purpose has stayed consistent. Minnesota is a beacon of hope, and we are a beacon of community health for those who need us across Minnesota and beyond. We are located in the communities of deepest need. We exist to serve these communities with affordable, high quality, and accessible clinical care and public health services. We provide culturally and linguistically aware primary care services to over 36,000 patients annually, regardless of wealth, health, or social status.

Together, we are Minnesota Community Care.

With gratitude,

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REUBEN MOORE CHIEF EXECUTIVE OFFICER



DR. PETER MEYERS, M.D. PHYSICIAN

PROTECTING PATIENTS, FINANCIALLY AND MEDICALLY

Providing health for all

Too often, people are forced to make the choice between healthcare treatment and financial stability. At Minnesota Community Care, we believe that access to health care is a fundamental human right. By providing medical services to everyone - regardless of income, insurance, or immigration status - we are a guardian for the people we serve. Dr. Peter Meyers, a primary care practitioner at Minnesota Community Care, learned firsthand the difficult choices our patients face daily.

6 I'm 40 years old and lucky to be alive. I have a clotting disorder that has sent clots to both of my legs and one of my arms. Fortunately, I haven't developed a pulmonary embolism, but that is a possible outcome I face. In the years since my diagnosis, I have been unable to see a specialist because it's too expensive.

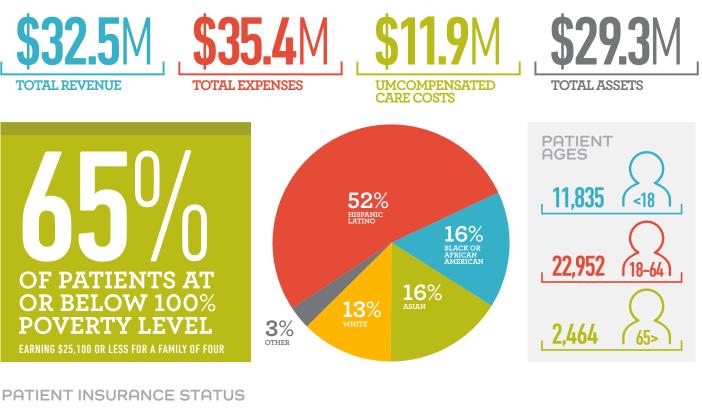
I work at a small travel agency and love my job! But health insurance through my employer is not an option and my income is just over the limit to qualify for MinnesotaCare [public insurance]. I could work fewer hours, make less money and qualify, but that reduction means I'll have less each month to spend on rent, utilities, and food. So, I've chosen to forgo health insurance for the last few years.

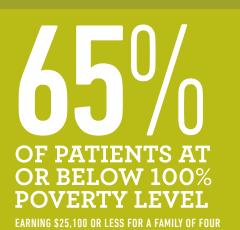
To manage my condition, I've been receiving care at Minnesota Community Care, which accepts patients with or without insurance. Through them, I've been able to access essential primary care services on a sliding fee based on my income. It's been a humbling and life-changing experience.

This patient's story is one of many at Minnesota Community Care. Every day, our providers like Dr. Meyers partner with patients who need access to affordable care, providing care and advocating on their behalf in order to foster and protect their health and that of their families. In fact, 14,388 patients used our sliding fee scale in 2018

That's why our motto is Health for All.

FY2018 FINANCIALS





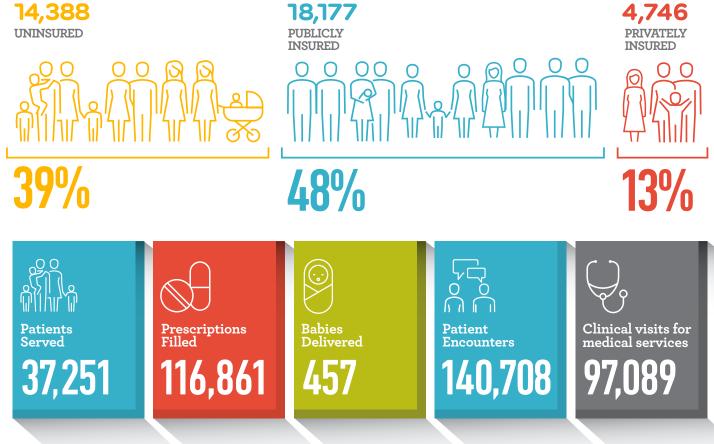
14,388 UNINSURED





19.566





Patients served in a language other than English

WELCOMING NEW LEADERSHIP

Creating a recipe for change

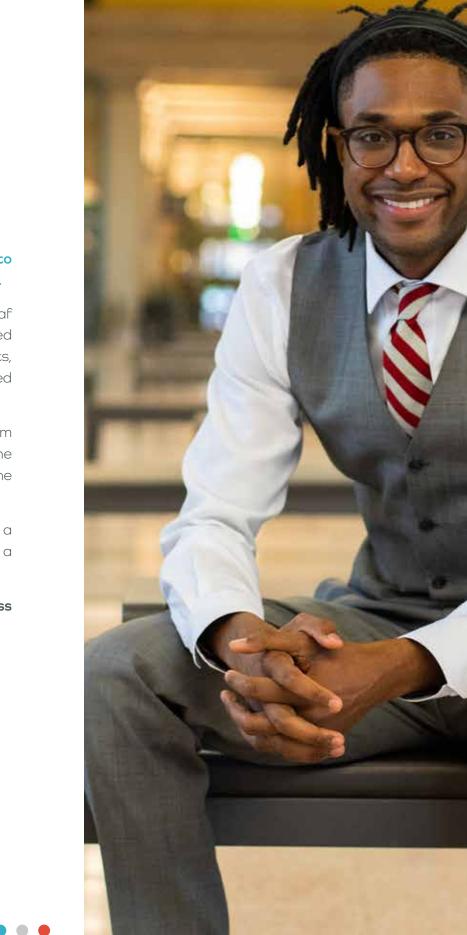
Making positive changes in the community and addressing systemic disparities, including access to affordable healthcare, drives Zachary Hylton, Minnesota Community Care's incoming Board Chair.

Originally from Cleveland, Zachary moved to Minneapolis for college and graduate school at St. Olaf and the University of Minnesota, respectively. This background led him to a career serving in-need populations with Ramsey County's homelessness response continuum where he managed contracts, built community relationships, and advocated for community boards to be authentically engaged in responding to homelessness. That's how he first heard about Minnesota Community Care.

"I think Minnesota Community Care is poised to directly impact disparities and decrease them from a standpoint of greater wellness," says Hylton, now a senior policy analyst for Ramsey County. "The organization is unique in terms of the services we provide, our commitment to the community, and the people who are inspired to be involved in our mission. It's a recipe for real change."

Hylton adds, "Having lived and worked in this region, I understand that access to resources for a significant portion of our population is extremely limited. It's the little things like not being able to get a checkup, or get a prescription for glasses. But, these little things contribute to greater disparities."

We are thrilled to welcome Zachary to his new role as Board Chair and to use his expertise to address all manner of systemic disparities.



• • IT'S IMPORTANT TO UNDERSTAND HOW PEOPLE EXPERIENCE HEALTH IN THEIR COMMUNITIES. • •

ZACHARY HYLTON, MINNESOTA COMMUNITY CARE BOARD MEMBER

2,167 HEALTH CARE FOR THE HOMELESS PATIENTS FOR LESS THAN WHAT YOU DESERVE. 3 3

SANDY NAUGHTON, HEALTH PROMOTION MANAGER

3,963 SCHOOL-BASED PATIENTS

8,442

PATIENT ENCOUNTERS FOR MENTAL HEALTH SERVICES



FROM PATIENT TO PROVIDER

Never settle for less than what you deserve.

Isetta Pierre, a licensed marriage and family therapist, learned this lesson as a teenager from Sandy Naughton, health promotion manager at Minnesota Community Care. When Isetta was in high school, Sandy was her support group leader and her role model, proving to be a bright, caring, and inspiring leader. Through their student/mentor relationship and participation in the support groups, Isetta found a safe place at her school and connected with a community of diverse women who encouraged and guided her through life's numerous challenges. Through it all, Sandy's message to her – "never settle for less than what you deserve" – was the inspiration that helped shape her future.

Health Start, Minnesota Community Care's school-based clinic program, provides middle- and high-school students in St. Paul Public Schools with accessible, multidisciplinary care. The first school-based clinic model in the country, Health Start providers have partnered with students to reach their full potential for more than 40 years, linking students to integrated primary care, nutrition services, mental health therapy, and health education.

After participating in Health Start, Isetta would always tell Sandy, "I want to do what you did for me when I was in school."

Now, that dream is a reality. As a mental health therapist at Minnesota Community Care, Isetta provides care to students at our school-based clinics. Even better, she can officially call herself one of Sandy's peers.

"I'm thrilled to return the support I received and of the students I work with," Isetta enthuses.

"I'm thrilled to return the support I received and to have the opportunity to be a "Sandy" in the lives

A LIFETIME OF CARE

Transforming lives for more than 40 years

Healthcare professionals at Minnesota Community Care dedicate their careers to caring for historically underserved communities. For them, practicing medicine is more than a job, it's a calling to transform lives.

Our dental director, Dr. Brad McDonnell, D.D.S., is the perfect example of that dedication. While he began his career working in private practice, he originally entered dentistry with the dream of serving in-need populations overseas with the Peace Corps. But he quickly realized there was critical need in his own community. Dr. McDonnell began working with Minnesota Community Care more than 40 years ago. Starting as a volunteer, he soon became our first Dental Director. Under his leadership, our dental practice has grown from two volunteers to more than 30 full-time staff members. Together, the team serves more than 11,000 patients each year.

Our dental patients are often missing teeth and in pain. Many can't find employment because of the way their teeth look, are shunned by the private practice community, and face daunting barriers to their healthcare. Our dental team, led by Dr. McDonnell, addresses these barriers and provides exceptional care to all patients. Often, patients return months later with glowing smiles and livelihoods.

In addition to providing care, Dr. McDonnell inspires the next generation of dental providers. Our East Side Dental Clinic serves as a training facility for senior dental students in the University of Minnesota's dental outreach program. For each rotation, eight dental students practice at our East Side facility, tripling the number of patients served while exposing the students to the impact of community healthcare.

"We're doing the bread and butter work, the critical patch-me-up dentistry," explains Dr. McDonnell. "It makes this a really rewarding place for anyone looking for something different in dentistry, particularly anyone who is concerned for people who can't get their care elsewhere."

Due to his role in establishing our dental practice, his commitment to caring for the community, and his dedication to inspiring the next generation of dentists, Minnesota Community Care created the annual Brad McDonnell Commitment to Care Award and named Dr. McDonnell its first recipient.



4 4 THE OPPORTUNITY TO TRANSFORM LIVES AND EDUCATE PATIENTS, PARTICULARLY THOSE WITH YOUNG CHILDREN, ON THE IMPORTANCE OF DENTAL CARE IS ONE OF THE MOST REWARDING ASPECTS OF MY JOB. **b** b

DR. BRAD MCDONNELL, D.D.S. DENTAL DIRECTOR

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OF CLINIC VISITS ARE FOR DENTAL SERVICES

BOARD OF DIRECTORS 2018

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La Clinica 153 Cesar Chavez Street St. Paul, MN 55107

East Side Family Clinic 895 East 7th Street St. Paul, MN 55106

McDonough Homes Clinic 1544 Timberlake Road St. Paul, MN 55117

Dorothy Day Clinic 438 Dorothy Day Place St. Paul, MN 55102

Family Services Center Clinic 2001 Van Dyke Street St. Paul, MN 55109

Union Gospel Mission Clinic 435 University Avenue St. Paul, MN 55101

Health Start @AGAPE 1037 University Avenue West St. Paul, MN 55104

Health Start @Central 275 Lexington Parkway North St. Paul, MN 55104

Health Start @Como Park 740 Rose Avenue West St. Paul, MN 55117 Health Start @Creative Arts 65 East Kellogg Boulevard St Paul, MN 55101

Health Start @Gordon Parks 1212 University Avenue West St. Paul, MN 55104

Health Start @Harding 1540 6th Street East St. Paul, MN 55106

Health Start @Highland Park 1015 Snelling Avenue South St. Paul, MN 55116

Health Start @Humboldt 30 Baker Street East St. Paul, MN 55107

Health Start @Johnson 1349 Arcade Street St. Paul, MN 55106

Health Start @Washington 1495 Rice Street St. Paul, MN 55117

West Side Dental 478 Robert Street South St. Paul, MN 55107

Administration 380 East Lafayette Frontage Road Suite 200 St. Paul, MN 55107

HOW YOU CAN HELP

Please consider supporting our work with a tax-deductible gift made by cash, check, or credit card.

Undesignated gifts from individuals allow us to direct funds where they are needed most. Your generosity is greatly appreciated.

DOUBLE YOUR GIFTS

Your employer may have a matching program that would double the value of your gift. Check with your employer to see whether your gift can be matched.

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