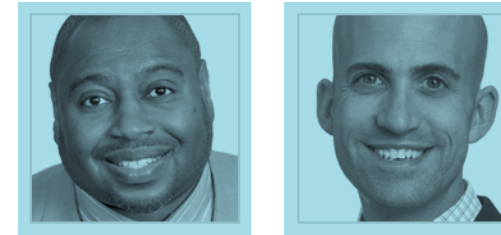




2018 ANNUAL REPORT

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,

REUBEN MOORE
CHIEF EXECUTIVE OFFICER

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A Lifetime of Care

EQUITY STATEMENT

AT MINNESOTA COMMUNITY CARE, WE PARTNER TO IMPACT SYSTEMIC BARRIERS TO HEALTH ACCESS. GUIDED BY THIS COMMITMENT:

WE BELIEVE THAT HEALTHCARE IS A FUNDAMENTAL HUMAN RIGHT, AND ASPIRE TO THE ELIMINATION OF HEALTH INEQUITIES SO COMMUNITIES CAN FLOURISH.

WE ACTIVELY CHAMPION THE EQUITABLE DISTRIBUTION OF RESOURCES AND OPPORTUNITIES IN OUR ORGANIZATION AND OUR COMMUNITIES.

WE SEE DIVERSITY, THE DIFFERENCES AMONG US, AS AN ASSET TO BE APPRECIATED, UPLIFTED, AND CELEBRATED.

WE VALUE THE LIVED EXPERIENCES OF OUR DIVERSE COMMUNITIES THAT CRAFT THE SPIRIT OF OUR INCLUSIVE ORGANIZATION.

WE AFFIRM THAT IN ORDER TO SUCCEED WE MUST HONOR THE DIVERSE VOICES AND STORIES OF THOSE WE SERVE AND THOSE THAT SERVE.

WE STRIVE TO ALIGN OUR POLICIES, PRACTICES, AND RESOURCES SO THAT ALL PEOPLE HAVE AUTHENTIC OPPORTUNITIES TO THRIVE.

WE CULTIVATE AN ENVIRONMENT IN WHICH ALL PEOPLE FEEL SAFE TO BRING THEIR FULL SELVES.

OUR DEDICATION TO DIVERSITY, EQUITY, AND INCLUSION DEEPENS OUR COMMUNITY RELEVANCE, VALUE, AND EFFECTIVENESS, AND UNDERLIES OUR MISSION:

TO STRENGTHEN THE WELL-BEING OF OUR COMMUNITY THROUGH HEALTH CARE FOR ALL.



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.

💧 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.

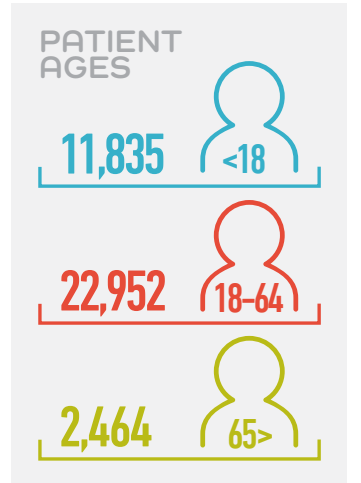
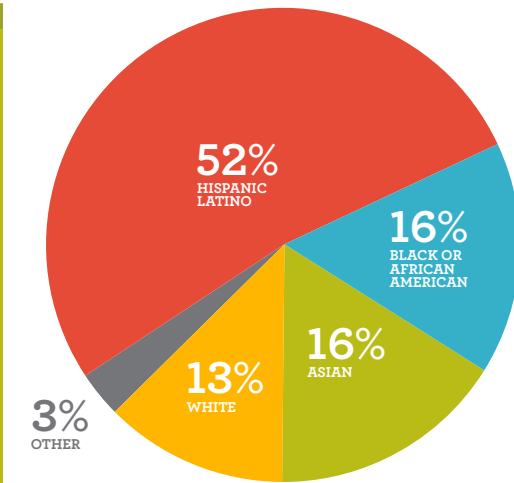
I work at a small travel agency and love my job! But health insurance through my employer is not an option and my income is just over the limit to qualify for MinnesotaCare [public insurance]. I could work fewer hours, make less money and qualify, but that reduction means I'll have less each month to 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. 💧

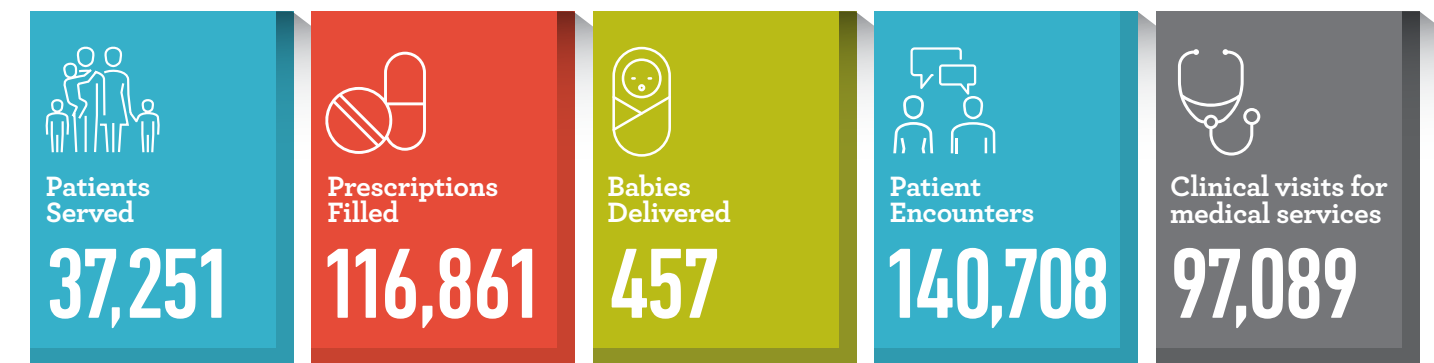
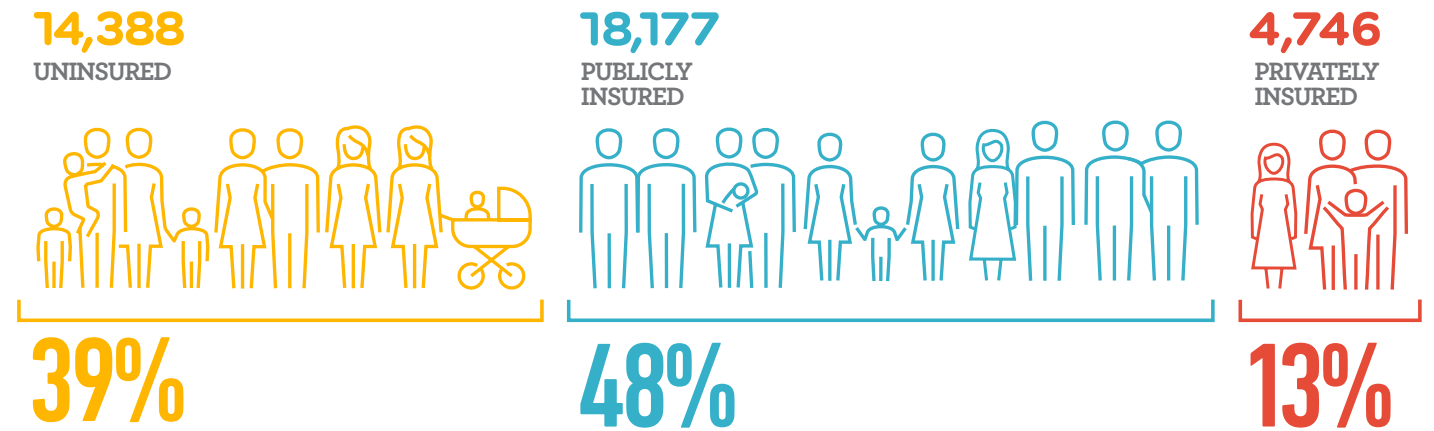
This patient's story is one of many at Minnesota Community Care. Every day, our providers like Dr. Meyers partner with patients who need access to affordable care, providing care and advocating on their behalf in order to foster and protect their health and that of their families. In fact, 14,388 patients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

That's why our motto is Health for All.

FY2018 FINANCIALS



PATIENT INSURANCE STATUS



19,566 Patients served in a language other than English

NEVER SETTLE
FOR LESS THAN
WHAT YOU
DESERVE.

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 to have the opportunity to be a "Sandy" in the lives of the students I work with," Isetta enthuses.

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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.