"The way the economy is, people need the type of services that Heartland Health Centers offers...Because it’s a sliding scale fee and you get topnotch care.”

- DORIS GRAY
Heartland Health Centers is a medical home for those most in need of affordable healthcare. Our mission is to improve the well-being of the communities we serve by providing accessible, high-quality healthcare. Our vision is to be a national leader in community-based healthcare by advancing innovative service models and patient-centered best practices.

FQHC: affordable access, comprehensive care As of August 2019 we were one of more than 1,400 Federally Qualified Health Centers (FQHCs) serving more than 28 million patients in the U.S. Heartland Health Centers clinics are in high-need, high poverty areas. We serve people with and without health insurance regardless of income. We provide comprehensive preventive and primary care as well as mental health, substance abuse, and dental services.

Joint Commission: quality certification Since 2013 we have been both accredited and certified as a Primary Care Medical Home (PCMH) by the Joint Commission. The “Gold Seal” of Joint Commission accreditation recognizes our high standards and achievements in five areas:

> Patient-centered care that focuses on the whole person, understanding and respecting each patient’s needs, culture, values and preferences
> Comprehensive, team-based care to meet each patient’s physical and mental healthcare needs, including prevention and wellness, acute and chronic care
> Coordination with the broader healthcare system, from specialty care to hospitals to home care
> Superb access to services, for example ensuring shorter waiting times for urgent needs and around the clock telephone or electronic access to care team members
> Systems approach to quality and safety, including performance measurement

Heartland Health Centers is one of 263 accredited ambulatory care organizations certified as primary care medical homes by the U.S. Joint Commission in the country.
Students. Parents. Infants. Children. Immigrants. Seniors. People with chronic conditions and those with serious mental illness. Those who have Medicaid, private insurance, or no insurance.

These are some of the more than 26,000 patients that Heartland Health Centers served on Chicago’s North Side in 2018. That’s about 3,000 more patients than we saw the year before.

We lived up to our promise to provide high-quality ‘healthcare from the heart.’ the federal government again recognized Heartland Health Centers as a Quality Leader, in the top 30% of federally-supported health centers that achieved the best overall clinical outcomes across the country in summer 2018.

We take seriously that as a medical home we are partners with our patients in achieving their best health. We provide primary care at every stage of a patient’s life, from birth to geriatrics.

We are guided in our belief that healthcare is a human right and by our mission to deliver healthcare from the heart. Community support makes our work possible, so we wanted to share a few recent achievements and invite your continued involvement in our work.

Sincerely,

Gwenn Rausch  
Chief Executive Officer

Dear friend,

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Gwenn Rausch  
Chief Executive Officer

Phillip Dothard  
Chairman  
Board of Directors
Increasing Access: 3 New Clinics | More than 100,000 people live in medically under-served communities on the city’s North and Northwest sides and near-north suburbs. We expanded to provide more patients high quality care.

HHC-Skokie opens in partnership with Turning Point January 2019 saw Heartland Health Centers open our first suburban community clinic, HHC-Skokie. The new clinic provides a full range of primary care and other services and complements the services of Turning Point Behavioral Health Center, whose building we share.

“This is a fabulous day for the community,” U.S. Rep. Jan Schakowsky said at the opening. “People struggle every day to get the care they need...Everything was thought about to provide them services like primary care, behavioral healthcare, management of chronic pain, pediatric care, immunizations, school and sports physicals and more.”

Turning Point provided a 3,500-square-foot area in the southwest corner of their building for the new clinic and partners with Heartland Health Centers on providing integrated patient services. Turning Point CEO Ann Fisher Raney and Heartland CEO Gwenn Rausch worked together to seek funding for the clinic from local institutions, leading to investments by North Suburban Healthcare Foundation and NorthShore University HealthSystem.

Gale school celebrates new school-based health clinic Donations large and small poured in to support a new school-based health clinic at Gale Community Academy in Rogers Park, leading to the opening in October 2018 of our seventh school-based health clinic. The school has a 90% low-income and 29% limited-English population. Educators and parents were inspired to provide health support to the students by our clinic at nearby Sullivan High School, which has reached 98% of the student population, helping to increase school attendance by nearly 4% and improving the school’s academic metrics and rating relative to other models.

“PEOPLE STRUGGLE EVERY DAY TO GET THE CARE THEY NEED...EVERYTHING WAS THOUGHT ABOUT TO PROVIDE THEM SERVICES.”
- U.S. REP. JAN SCHAKOWSKY

HHC-Lakeview providers expand to see the whole family Since April 2019, the conveniences that helped make HHC-Lakeview a popular pediatric center -- free parking for patients and their families, access to public transit a block or two away, and a location right next to one of Chicago’s busier medical centers -- are drawing adults, too.

HHC-Lakeview was able to expand its high-quality care to serve adults as well as continuing to be our primary center for pediatric primary care thanks to changes on the campus of Advocate Illinois Masonic.

With six exam rooms and two rooms to check vitals, the new clinic can serve more pediatric patients as well as adding adult appointments. Also being added are health education classes such as a nutrition class for patients and the community in the new clinic’s conference room.
Integrating Quality Care | Our holistic health vision is to offer integrated care for all ages and stages of life. We’re finding new ways to support patients—such as integrative medicine and a robust set of health education classes.

Innovation Center unveiled for HHC-Albany Park In early 2019, we unveiled a new Innovation Center at HHC-Albany Park with a day-long conference. Participants came together to discuss the “quadruple aim” of enhanced patient experience, improved health outcomes, reduced costs, and increased care team joy in practice.

The Innovation Center is pioneering a model where the entire team has opportunities to form caring relationships with patients. The medical assistant role was transformed into the care team coordinator position and the patient support specialist role became the patient navigator position. The new roles give care team members more responsibility and ownership over key aspects of patient care such as preventive care gaps and referral completion.

“The value ultimately in having an innovation center is the ability to test ideas in a small setting, so that we can ensure that the major innovations to our care model we make going forward are already tested and shown to lead to improvement in the four buckets of the quadruple aim,” says Jeff Panzer, MD, director for Quality and Innovation as well as clinical site leader for HHC-Albany Park. This strategy is bearing fruit as we have already spread forms and processes across our clinics.

Integrative medicine expands at Heartland Health Centers New provider Sreela Namboodiri, MD is helping HHC expand integrative medicine services. Like the name suggests, integrative medicine focuses on the whole person and combines conventional and complementary treatment to address the root causes of illness. Food and nutrition, mindfulness meditation, acupuncture, yoga, and other evidence-based approaches are all part of integrative medicine.

While integrative care is now catching on in settings such as FQHCs as well as academic institutions, for Namboodiri it’s also how she grew up.

“My parents are from India,” she says. "The doctors in my family are holistic, Ayurvedic doctors, so to me this was never alternative, it was just something our family used.” For example, she recalls when she had the stomach flu her parents might serve her soup with soothing ingredients such as ginger and homemade yogurt instead of dosing her with Pepto-Bismol.

Services Namboodiri provides include Integrative medicine consults and group medical visits—a cross between a health class and a medical appointment that starts with checking patients’ vitals to make sure all is well before moving on to health information that’s important to everyone in the group.
Care for immigrants earns Barbara Shaw Nurse Practitioner Award

HHC-Wilson provider Barbara Shaw received the 2018 State Award of Excellence for Illinois from American Association of Nurse Practitioners for her work with immigrants and refugees. The Association is a national group of 248,000 licensed Nurse Practitioners in the U.S. Nurse practitioners assess patients, order and interpret diagnostic tests, make diagnoses, and initiate and manage treatment plans, including prescribing medications.

Shaw studied medical anthropology at the University of Chicago, but rather than become an academic anthropologist, she chose to provide healthcare incorporating a deeper understanding of the influence of culture on health. After completing a Family Nurse Practitioner degree at Yale University, she worked at FQHCs in Boston before moving to Chicago and eventually starting with Heartland Health Centers. Shaw has cared for individuals and families from all over the world.

State association names Doris Gray ‘Board Member of the Year’

The Illinois Primary Healthcare Association named Doris Gray, our Secretary, as Consumer Health Board Member of the Year for 2018. The Association is the statewide organization for FQHCs, including Heartland and more than 40 other agencies that provide primary care to more than 1 million patients in 400-plus locations statewide.

When Gray’s employer was purchased by an out-of-state firm in 2003, she declined an offer to relocate. Without access to employer-provided insurance, she started looking for healthcare alternatives, which led her to Heartland Health Centers.

In December, SMART Care school based health center partners and supporters from Aramark, CVS Health, the Ginn Group and Heartland Health Centers gathered in Washington, D.C. to celebrate the program’s successes and advocate for greater support for the model.

Erie Family Health Center honored Dental Director Cheitali Bhansali, DMD at their annual gala luncheon with “Golden Toothbrush” awards.
Serving Communities | We serve our patients best by being part of our local communities and partnering with other institutions to bring health to our neighborhoods.

**News conference reminds community of Get Covered Illinois deadline** In December 2018, we partnered with U.S. Rep. Jan Schakowsky and U.S. Sen. Dick Durbin to send a message about the open enrollment window for the Affordable Care Act. We held a joint news conference with elected officials and advocates from Everthrive, Get Covered Illinois, Shriver Center, Thresholds and other groups.

At the event, theater producer Jeremy Wechsler shared his story of shunning doctors out of fear they would find a pre-existing condition and deny him insurance: “For 20 years, I did not get any kind of heart diagnostic treatment,” Wechsler said. The Affordable Care Act changed his life, he added: “I went online and got coverage in 20 minutes.”

**Roosevelt, Sullivan HS students learn medicine as clinic interns** Providers at HHC-Albany Park, HHC-Lincoln Square, and HHC-Devon received help from a few good interns in summer 2018: rising seniors at Roosevelt and Sullivan high schools. Yesenia Lagunas, Marisol Mendoza, and Aixa Quinto helped prepare rooms, shadow providers, take inventory and take patients’ vital signs (with supervision). The paid internship was part of Chicago Public Schools’ Career Technical Education, CTE.

Heartland Health Centers was already committed to providing comprehensive health service to students at Roosevelt and Sullivan through health clinics at both schools, so inviting interns from those schools into the clinics was a natural next step, according to Liz Lamere, nurse manager for our school-based health centers.

**Crowds come out to HHC-Devon for CityKey ID event** More than 200 CityKeys were distributed when HHC-Devon hosted a session in August 2018 with City Clerk Anna Valencia and community groups. People seeking IDs started lining up early in the morning. At one point, the line stretched around the block. Although the clerk’s office initially thought they’d only be able to print 125 cards, in the end more than 200 people obtained CityKey identification.

The Chicago CityKey is an optional, valid, government-issued ID card offered to all Chicago residents regardless of age, insurance, income, health, or immigration status, according to the Clerk’s office. It can serve as a Ventra and Chicago Public Library card, and some businesses also offer discounts to CityKey card holders.

**A Taste of Global Cuisine** HHC was part of Swedish Covenant Health’s Spring Into Health May 2019 campaign to encourage community members to take small steps toward healthy habits.

The campaign featured events focused on fitness, nutrition, mind/body health and wellness including four cooking demonstrations co-facilitated by Heartland Health Centers staff and local celebrity chefs.

The celebrity chefs included: Siyin Duong, Chef Meelak Yousif, ChiChi and Vivian Ezeji, owners of Vee-Vee’s African Restaurant, and Jairo Lopez, owner of Tortuga’s Latin Kitchen.
Development  |  Individual contributions and sponsorships help underwrite dental care, social work, nursing care and language interpretation services—essential elements of Heartland Health Centers’ high-quality “healthcare from the heart.”

HHC Development board members, from left, Doug King, Luigi Randazzo, Gwenn Rausch, Janet Syverson, Sally Bleeks, Barbara Runyen, Henry Lotsof, Amanda Solon, and Donna Wiggs. Not pictured: Molly Bougearel, Tracy Callaway, Sharon Carter, Sandra Gaynor, Chris Haen, Matthew Katzfey, Darlene Pereda, Michael Rangel, Christy Savellano, Candace Wendel.

HHC Sullivan School Based Health Manager Emily Rivera spun the wheel for a chance to win a bottle of wine at October 2018 gala. All photos this page by Amber Danielle for Heartland Health Centers.

From left, board chair Phillip Dothard, Melanie Ginn, President and CEO of the Ginn Group, Mark Ishaug, CEO of Thresholds, Cook County State’s Attorney Kim Foxx, and Heartland Health Centers CEO Gwenn Rausch.

Gala draws 350 to support access to primary care on city’s North Side Over 350 people attended Heartland Health Centers’ 3rd annual From the Heart Gala on Saturday, October 6 at Venue West. Recognized at the event for their transformational leadership were: Cook County State’s Attorney Kimberly M. Foxx; Melanie Ginn, President & CEO of the Ginn Group, and Mark Ishaug, CEO of Thresholds.

Foxx spoke to her own personal transformation — from growing up in Cabrini Green to becoming an elected official in Cook County. Noting her work is fundamentally about “insuring we live in healthy and safe communities,” she recognized the essential need to guarantee primary care for all people. Thanks to the incredible generosity of so many, we raised nearly $150,000 at the event.

Ping pong with a purpose & a “Ride for Refugees” Recent years have seen Heartland Health Centers’ Development Board plan spring fun events to raise additional funds for our mission. We started with a night out at an art gallery in the West Loop in 2018, followed this April by a table tennis competition at SPIN Chicago Ping Pong Bar in River North.

We also received support in April when friends of the organization decided to dedicate a long-distance bike ride to raising funds to pay for healthcare for refugees and immigrants in our clinics. Thank you to all of our donors and sustainers!
2018 PATIENT STATISTICS
26,102 Unique Patients

PATIENTS BY GENDER
- 57% Female
- 43% Male

PATIENTS BY ETHNICITY
- 41% Hispanic
- 26% African American
- 17% White
- 9% Asian
- 7% Other
- 32% Best served in a language other than English

PATIENTS BY INSURANCE
- 52% Medicaid
- 32% Uninsured
- 9% Private Insurance
- 7% Medicare
- 90% Fell below the 100% threshold of the poverty level

PATIENTS BY AGE
- 57% 18-64 Years
- 30% 4-17 Years
- 8% 0-3 Years
- 4% 65 Years and Older

PATIENT VISITS BY TYPE
- 57% Primary Care
- 21% Behavioral Health
- 7% Pediatrics
- 7% Obstetrics Gynecology
- 7% Dental
- 1% Substance Use/Opioid

HEARTLAND HEALTH CENTERS BY THE NUMBERS

FINANCIALS

FINANCIAL RESULTS FROM
July 1, 2016 to June 30, 2017 (FY17) and
July 1, 2017 to June 30, 2018 (FY18) in thousands

STATEMENT OF FINANCIAL POSITION
Total Assets $20,241 $18,561
Total Liabilities $12,163 $11,212
Net Assets $8,078 $7,349

STATEMENT OF OPERATIONS
Revenue $23,671 $18,891
Expenses $22,788 $18,521
Increase in Net Assets $883 $370

EXPENSES
Program Services $19,510 $15,781
Management and General $3,278 $2,739
Total Expenses $22,788 $18,520

REVENUES
Patient Services $16,501 $11,549
Government $5,887 $5,254
Contributions $300 $185
Private Foundations $983 $903
Total Revenue $23,671 $18,891

BIENNIAL REPORT | 7
We gratefully recognize the support of our new and continuing donors and sustainers from July 1, 2017 to June 30, 2019

Foundations
- Blowitz-Ridgeway Foundation
- Bresky Foundation
- Colonel Stanley R. McNeil Foundation
- Crown Family Philanthropies
- The Lloyd A. Fry Foundation
- Illinois Community Health Fund
- Robert R. McCormick Foundation Cubs Care fund
- Michael Reese Health Trust
- North Suburban Healthcare Foundation
- Polk Bros. Foundation
- Prince Charitable Trusts
- The REAM Foundation
- Service Club of Chicago
- Share Our Strength
- United Way of Metropolitan Chicago
- VNA Foundation

Individual & Corporate Donors

$100,000 & Above
- North Shore University HealthSystem
- CVS Health

$20,000 to $99,999
- Heartland Alliance
- Loyola University

$5,000 to $19,999
- Dr. Shafeena Ahmed & Dr. Muhammed Mohiuddin
- Blue Cross and Blue Shield of Illinois
- Dr. Laurie Carrier & Dr. Karim Dajani
- Illincare Health Plan
- Daniel Lyons
- Madison Construction
- MSA Management LLC
- NextLevel Health
- Quest Diagnostics
- Richard & Gwenn Rausch
- Janet Syverson & Sally Bleeks

Swedish Covenant Hospital
- Thresholds
- Trilogy Inc.

$2,000 to $4,999
- Advocate Illinois Masonic Medical Center
- American Lung Association
- Gary & Susan Baling
- Scott Baum
- Mary & Mark Bookman
- Molly Bougearel
- David Campbell & Patricia Maunsell
- DeLauer Inc.
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- Sharon Hayes
- Dr. Arthur Hoffman
- Douglas King & Robert Dybas
- Dr. Henry Lotosz & Susan Phillips
- Manske, Dieckman, Thompson Architects
- Mutual of America
- Pharmacy One Plus
- Desiree & Mark Phillips
- RSM US
- Barbara Runyen & Ed Swierz
- Rush University College of Nursing
- Letty Sargent & Mark Rinnan
- US Bank
- Jennifer Vachon

$500 to $999
- Burim Bakalli
- Jennifer Bozarth
- Ellen Burke & Doug Miller
- Dr. Bridget Bueya
- Nadine Caputo
- CommonWealth Purchasing Group
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- Tony Williams
- Richard Wohlleber
- Tami Worth

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- Shameem Abbasy
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- Kathleen Ziegler & Steve Venturino
Heartland Health Centers is governed by a Board of Directors of community leaders and patients (as a Federally Qualified Health Center, at least 51% of our governing board are active patients). Our Development Board is dedicated to building community support for our mission and community advisory boards advise and partner with staff at specific health centers.

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David R. Campbell, Treasurer
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CEDA WC
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CEDA WC

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Skokie Health Department
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Niles Township
Kavita D’Souza
Apna Ghar
Noy Friol-Lopez
Turning Point
Michelle Jordan
Office of Cook County Commissioner
Larry Soffredin
Diana Juarez
ELL Parent Center
Sara Manewirth
JCFs Chicago
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North Shore University Health System
Jim Szczepaniak
Niles Township High School District 219
Shelley Wax
Skokie Health Department

Devon Real Estate Board
Mary Bookman
Peter Glaser
Gwenn Rausch
Elizabeth Tarlov
Nathaniel Ward
City Colleges of Chicago-Truman campus
<table>
<thead>
<tr>
<th>Specialty Integrated Care Locations</th>
<th>Dental Services</th>
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<tbody>
<tr>
<td><strong>HHC-C4 Broadway</strong></td>
<td><strong>HHC-Hibbard Elementary School</strong></td>
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<tr>
<td>5710 N. Broadway St.</td>
<td>4930 N. Sawyer Ave.</td>
</tr>
<tr>
<td>Chicago, IL 60660</td>
<td>Chicago, IL 60625</td>
</tr>
<tr>
<td>(773) 726-1000</td>
<td>(773) 336-6100</td>
</tr>
<tr>
<td><strong>HHC-Trilogy</strong></td>
<td><strong>HHC-Wilson Community Health Center</strong></td>
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<tr>
<td>1400 W. Greenleaf Ave.</td>
<td>845 W. Wilson Ave.</td>
</tr>
<tr>
<td>Chicago, IL 60626</td>
<td>Chicago, IL 60640</td>
</tr>
<tr>
<td>(773) 508-6135</td>
<td>(773) 751-1860</td>
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<tr>
<td><strong>HHC-Thresholds</strong></td>
<td><strong>HHC-Senn High School</strong></td>
</tr>
<tr>
<td>4423 N. Ravenswood Ave.</td>
<td>5900 N. Glenwood Ave.</td>
</tr>
<tr>
<td>Chicago, IL 60640</td>
<td>Chicago, IL 60660</td>
</tr>
<tr>
<td>(773) 432-6570</td>
<td>(773) 751-1860</td>
</tr>
</tbody>
</table>

| School-Based Health Centers         | **HHC-Roosevelt High School** |
|-------------------------------------| 3436 W. Wilson Ave. |
| **HHC-Gale Elementary Community Academy** | Chicago, IL 60625  |
| 1631 W Jonquil Ter.                 | (773) 866-0818    |
| Chicago, IL 60626                   |                  |
| (773) 366-7710                      |                  |
| **HHC-Hibbard Elementary School**   | **HHC-Senn High School** |
| 4930 N. Sawyer Ave.                 | 5900 N. Glenwood Ave. |
| Chicago, IL 60625                   | Chicago, IL 60660  |
| (773) 336-6100                      | (773) 751-1860    |
| **HHC-Kilmer Elementary School**    | **HHC-Senn High School** |
| 6700 N. Greenview Ave.              | 5900 N. Glenwood Ave. |
| Chicago, IL 60626                   | Chicago, IL 60660  |
| (773) 366-7704                      | (773) 751-1860    |
| **HHC-Roosevelt High School**       | **HHC-Sullivan High School** |
| 3436 W. Wilson Ave.                 | 6631 N Bosworth Ave. |
| Chicago, IL 60625                   | Chicago, IL 60626  |
| (773) 866-0818                      | (773) 761-5035    |
| **HHC-Senn High School**            | **HHC-Uplift Community High School** |
| 5900 N. Glenwood Ave.               | 900 W. Wilson Ave. |
| Chicago, IL 60660                   | Chicago, IL 60640  |
| (773) 751-1860                      | (773) 534-2850    |

**Administrative Offices**
3048 N. Wilton Ave., 2nd floor
Chicago, IL 60657
(773) 296-7589

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heartlandhealthcenters.org

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