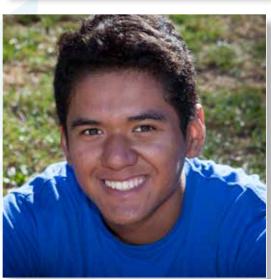
# LA COMUNIDAD HISPANA











2016 ANNUAL REPORT





#### Dear Friends,

It is our pleasure to bring you this report on our accomplishments and impact in the past year. It was a year of exciting progress, during which we saw more patients, added pediatric capacity to our medical services, opened our Oxford Health Center, created new educational programming for our adult learners, and received a grant to open a Dental Center to fulfill a long unmet health need in southern Chester County. Now more than ever, we are equipped to help our clients holistically and ensure that every person who comes to LCH can change his or her life for the better.

As we work to strengthen our integrated services to ensure optimal outcomes for our clients, we are focusing too on ensuring the high quality of our services. We are dedicated to providing services that exceed the expectations of those who come to us for care. As you will see in this report, we measure every aspect of our impact and listen to our clients when they suggest changes. Our goal is continuous improvement, and a continuous increase in the measurable positive impact we have on our clients' lives.

Please know that the impact we have on our community is made possible thanks to your generous support. It costs LCH more than \$1.1 million each year to provide health care for uninsured individuals, who in turn pay us about \$200,000 for that care. The gap of \$900,000 that LCH must pay to insure good health for all of our patients is covered with donations from our friends and supporters. We are so grateful to all of you!

*In good health,* 

Paul Huberty

Chair, Board of Directors

Alisa Jones

Parish

President and CEO

# KENNETT SQUARE HEALTH CENTER GROWTH

Expanded capacity and a wider range of services at our Kennett Square main facility helped us to increase the number of individuals served even more. LCH served 4,364 clients from our Kennett site in 2016, compared to 3,033 in 2014 and 3,236 in 2015. With new pediatric capacity, LCH is better equipped to be a medical home for the whole family.



LCH family waits for services in the front reception area of our Kennett Square location.



The LCH Oxford Team: Liliana Hernandez, Member Relations Specialist; Montserrat Alvarez, Medical Assistant; Anna Roosevelt, Behavioral Health Consultant; and Dr. Elaine Kirchdoerfer (Dr. K), MD, Physician.

# OXFORD COMMUNITY HEALTH CENTER

One of the main ways we impacted more people in the past year was the opening of our Oxford Community Health Center. This new location allows us to serve our clients in the western end of our service area, and to reach many new patients who had previously had little or no access to health care.

### **LCH DENTAL CENTER**

In June 2016 we received support to open LCH's first Dental Center. This new site, projected to open in December 2016, will meet a long unmet need for affordable, accessible dental care for the uninsured and underinsured in southern Chester County. Finally, people of all ages will be able to get the oral health care they need to stay healthy.



Dr. Steven C. Moshen, D.M.D., Dentist in the new LCH Dental Center located at 404 McFarlan Road, Suite 302A Kennett Square, PA 19348.



"We provide care to anyone in the community at any stage of life, and we do it with true passion and compassion to keep this community healthy and happy." —Cindy Schmeltz, DNP, FNP-C, CRNP, Medical Director



"No matter who you are, where you are from, or where you are going, we will take care of you at LCH."—Yaritzabell Dorsey, Medical Assistant



"I love learning how much patients and their children have grown during postpartum visits."—Catherine Domanska Elliott, WHNP-BC, Women's Health Medical Director

# Wendy's Story

You may see me at the Dollar General in Kennett Square in my day-time job, but you may also find me behind a camera lens. I have a small business as a portrait photographer.

I came to LCH to meet with Abner Santiago, one of the Behavioral Health Consultants. I meet with Abner to help manage my anxiety disorder. After separating from my husband and leaving South Jersey, I have started anew in Kennett Square. The behavioral health services at LCH have helped me to start fresh. At LCH I am learning how to be my own person, and what I am going through is just a normal part of growth and life. Abner has helped me see that.

# **SERVING OUR COMMUNITY**

Primary Care, Acute Care, Pediatrics, Chronic Care, Women's Health, Behavioral Health

**LCH SERVED** 

5,196

COMMUNITY
MEMBERS THIS
FISCAL YEAR.



80% are below 200% of the federal poverty level.

Equivalent to a household income of \$48,600 for a family of four.



50% are at or below the federal poverty level.

Equivalent to a household income of \$24,300 for a family of four.



68% have no health insurance.

Of our insured patients, 56% are on Medicaid, 8% Medicare, and 36% private insurance.



92% are Latino.

50% of our members prefer services in Spanish.

### **MANAGING CHRONIC DISEASE**

95%

of our members who smoke received tobacco cessation information.



(I)

90%

of our members with high BMI's received weight counseling.



77%

of our members with hypertension had their conditions under control.



### Understanding Behavioral Health

2,419

members were screened for depression and anxiety at LCH this year.

86%

of all eligible members were screened for depression.

300+

individuals screened positive for mental health issues, who received further services from an LCH Behavioral Health Consultant or Social Assistance.



"The cooking classes at LCH help us learn how to use more fruits and vegetables when we cook. We can use what we learn in the class in our kitchens with our families at home."—Griselda and her mom Celina



"I received health insurance coverage with the help of LCH. For the first time, I can truly protect my family."—Alicia



"My family is happier and healthier thanks to LCH...in so many ways."
—Pedro with his wife Elizabeth and daughter Lesly

# Rodolfo's Story

I was working for a landscaping company. At first, I was paid for my work, and then the payments stopped. I continued to work but the company kept making excuses not to pay me. I did not know what to do so I quit the job. I tried for many months to talk with the company about payment for the work that I did, but I could not reach anyone.

I came to LCH for help. They showed me how to file a lawsuit in small claims court online using the computers they have in their waiting area. I filed the claim for \$1,695—my unpaid wages plus the court costs. A few weeks later, I received the full payment from the company.

# **BUILDING STRONG FAMILIES**

Social Assistance, Health Insurance Enrollment, Family Wellness Education, Legal Clinic

### SOCIAL ASSISTANCE VISITS

THIS YEAR

Public Benefits Interpretation Referrals Transportation Case Management

members received consultation and support from our legal clinic.



Total refunded to the 113 members that filed tax returns with VITA at LCH

### **HEALTH INSURANCE**

\$1,233

Average cost for a visit to the emergency room. VS.

\$140

Cost of enrolling a patient in health insurance at LCH.

Individuals applied for health insurance at LCH. 93% were approved.

### **HELPING FAMILIES GET HEALTHY TOGETHER**

patients received education and counseling on how to manage their diabetes.



members participated in nutrition education and cooking classes with LCH, Chester County Food Bank, and the Penn State Extension.



families joined LCH in excursions to The Land Conservancy and Longwood Gardens at no cost.



Distributed to LCH families

**Jump Ropes** 

Backpacks



"I am so proud to become a U.S. Citizen. I worked so hard in the class at LCH, and the hard work paid off! Now I will have more opportunities for my family." —Rita



Little by little, we are getting more confidence in our English to talk to our children and to connect more in the community."—LCH ESL Students



"I didn't think I would ever get comfortable using a computer, until I came to LCH." —Jorge

# INSTILLING CONFIDENCE AND INDEPENDENCE

English as a Second Language Classes, Citizenship Classes, Job Placement and Workforce Development

40%

of an individual's health is determined by factors such as their education, employment status, and income. LCH helps our clients improve all of these factors, to give them the best possible chances of health and well-being.

### **SOCIAL DETERMINANTS OF HEALTH**

40%

# SOCIO-ECONOMIC FACTORS:

- —Income
- —Education
- —Employment
- —Social support
- —Community safety

### PHYSICAL ENVIRONMENT

HEALTH CARE

20%

HEALTH BEHAVIORS:

30% —Diet and exercise

—Tobacco and alcohol use

Source: http://bit.ly/2fkI4wk

55 job seekers found new or better employment through LCH's job placement services.

LCH clients became United States Citizens after taking our free exam prep classes. Since the start of the program, LCH clients have had a 100% citizenship exam pass rate.

**221** 

adult students attended English as a Second Language (ESL) classes in Kennett Square, Oxford, and Avondale.

### **FINANCIAL HIGHLIGHTS**

### STATEMENTS OF ACTIVITIES YEAR ENDED JUNE 30

|                           | 2016      | 2015      |
|---------------------------|-----------|-----------|
| REVENUE AND SUPPORT       |           |           |
| Total Revenue and Support | 4,815,393 | 3,396,866 |
| EXPENSES                  |           |           |
| Program Services          | 3,780,403 | 3,181,716 |
| Supporting Services       | 515,661   | 749,405   |
| Total Expenses            | 4,296,064 | 3,931,121 |
| CHANGE IN NET ASSETS      | 519,329   | (534,255) |

### STATEMENT OF FINANCIAL POSITION YEAR ENDED JUNE 30

|                                  | 2016      | 2015      |
|----------------------------------|-----------|-----------|
| CURRENT ASSETS                   |           |           |
| Cash                             | 1,854,504 | 1,733,717 |
| Other Current Assets             | 671,471   | 404,713   |
| Total Current Assets             | 2,525,975 | 2,138,430 |
| Property and Equipment           | 3,180,055 | 3,072,777 |
|                                  |           |           |
| OTHER ASSETS                     | 304,406   | 281,379   |
| Total Assets                     | 6,010,436 | 5,492,586 |
|                                  |           |           |
| LIABILITIES AND NET ASSETS       |           |           |
| CURRENT LIABILITIES              |           |           |
| Total Liabilities                | 329,991   | 331,470   |
| NET ASSETS                       |           |           |
| Total Net Assets                 | 5,680,445 | 5,161,116 |
| Total Liabilities and Net Assets | 6,010,436 | 5,492,586 |

#### REVENUE 2016

| Contributions Revenue                 | 1,370,492 | 28% |
|---------------------------------------|-----------|-----|
| Government and Other Contract Revenue | 2,594,831 | 54% |
| Program Service Fees                  | 844,071   | 18% |
| Other Support                         | 5,999     | 0%  |
| TOTAL REVENUE                         | 4,815,393 |     |
| CONTRIBUTIONS REVENUE<br>2016         |           |     |
| Individuals                           | 594,552   | 43% |
| Foundations                           | 335,450   | 25% |
| Corporations                          | 161,800   | 12% |
| Government                            | 27,175    | 2%  |
| Other                                 | 251,515   | 18% |
| TOTAL CONTRIBUTIONS                   | 1,370,492 |     |
| EXPENSES<br>2016                      |           |     |
| Program                               | 3,780,403 | 88% |
| Fundraising                           | 167,288   | 4%  |
| Management and Administrative         | 348,373   | 8%  |
| TOTAL EXPENSES                        | 4,296,064 |     |
|                                       |           |     |

### GIFTS OF \$100,000 AND ABOVE

Mr. and Mrs. Robert D. McNeil Mrs. Alice K. Moorhead

United Way of Southern **Chester County** 

### GIFTS OF \$50,000 TO \$99,999

Blue Yak Foundation Independence Blue **Cross Foundation** 

**Independence Foundation** The Pew Charitable Trusts

### GIFTS OF \$10,000 TO \$49,999

Anonymous **Applestone Foundation** Blue Sky Family Foundation Bryn Clovis Foundation Ms. Amanda Cabot and Mr. Peter Kjellerup **Chester County Commissioners** Chester County Fund for Women and Girls

Claneil Foundation, Inc. **Exelon Corporation** Ms. Helen H. Ford Health & Welfare Foundation of Southern Chester County

Matz Family Charitable Fund Mr. Rodman W. Moorhead III Mrs. J. Maxwell Moran Mr. and Mrs. Michael J. Moran Mr. and Mrs. Ranney R. Moran Ken and Moira Mumma Mrs. Katharine Myers Mr. Samuel Slater and Ms. Lornie Forbes The Edna G. Kynett Memorial Foundation The Marshall-Reynolds Foundation The Philadelphia Foundation The Roemer Foundation

### GIFTS OF \$5,000 TO \$9,999

Franny and Franny Abbott Christiana Care Health System Stacey and Chris Close Genuardi Family Foundation Hutton Family HeLP Fund Mr. William O. LaMotte III Mrs. Mildred H. Miller

Robert E. Lamb Foundation Inc. Rep. Chris and Cecilia Ross Shaw Keller LLP Ms. Holly M. Swett Dr. Eva L. Verplanck

### GIFTS OF \$1,000 TO \$4,999

Aetna

Aetna Foundation

Amigos

Anne Stroud Hannum Charitable Fund

Mr. and Mrs. Martin S. Brown Ir., Atticus Trust Advised Fund of The Community Foundation of Middle Tennessee

**Bugel Family Fund** 

**Chester County Community** 

Foundation

Comcast

Countryside Consulting, Inc.

Lisa J. Druley-Dempsey In Honor of Sheila Druley

Dianne and David Elderkin

Mr. Bob Fedor

First Cornerstone Foundation, Inc.

John and Dolly Fisher

Forney Family Foundation

Franklin Mint Federal Credit Union

**Fulton Bank** 

Mr. and Mrs. Ronan Gannon

### **GIFTS TO \$999**

AAUW West Chester / Chester County PA Branch

Advanced Hearing Solutions, Inc.

Agilent Technologies

Ms. Maria Aguilera

Mrs. Daphne Alos

Ms. Montserrat Alvarez

American Heart Association

AT Work Personnel

Avon Grove Lions Foundation, Inc.

Ms. Monserrat Balbuena

Bank of America Employee Giving Campaign c/o CyberGrants,Inc

Mr. Timothy B. Barnard

Ms. Katherine Bautista

Ms. Karina Bedolla

Mrs. P. H. Boucheron

Mr. and Mrs. Wesley W. Bowers

Mrs. Henry I. Brown III

Mr. Steven I. Butler

Giant Food Stores

Anne Stroud Hannum

Ms. Ellen C. Hannum

Mr. and Mrs. Richard Hoerner

Paul F. and Heather W. Huberty

Independence Blue Cross

Mr. and Mrs. Jonathan Ireland

Johnson & Johnson HOLA Chapters

JP Morgan Chase & Co.

Kennett Township

Dr. Elaine Kirchdoerfer

Longwood Rotary Foundation

Ian and Mary MacKinnon

Mr. and Mrs. William M. McCabe

Patty and Fred Meserve

Mr. Clay W. Moorhead

Mr. Rodman W. Moorhead IV

Mushroom Farmers of Pennsylvania/

American Mushroom Institute

National Alliance for Hispanic Health

National Penn Bancshares, Inc.

C.T. Bartoli Mushrooms Inc.

Mr. and Mrs. Steven W. Casey

Chester County Department of

Chester County Department of

CHOP Care Network Kennett Square

Mr. and Mrs. Richard C. Corkran

Mr. and Mrs. Brian Courtney

Mr. and Mrs. Paul M. Currie

Jack and Mary Lou Devido

Mr. and Mrs. Harold DeHaven

Children, Youth & Families

Community Development

Felix and Nancy Cohen

Mrs. Sara B. Corbishlev

Mrs. Virginia Campagna

CaptionCall, LLC

Mrs. Jeanne E. Casner

Dr. Federico Ceppa

Ms. Linda Chin

Ms. Jessie Cocks

Needham's Mushrooms Farms, Inc.

Nemours Children's Health System

Penn Medicine - Chester

County Hospital

Phillips Mushroom Farms, L.P.

Preferred Proppants, LLC

Margaret and Tom Rivello

Tom and Frances Roosevelt

Saint Michael Lutheran Church

Somerville Manning, Inc.

Mary Anne and Ed Sparks

The Barra Foundation

The Dansko Foundation

The Jean and Aaron Martin

Charitable Fund

The Mushroom Festival, Inc.

The Walmart Foundation

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County (Donors)

United Way of Delaware (Donors)

United Way of Greater Philadelphia

and Southern New Jersey (Donors) Wallace Landscape Associates, Inc.

Wells Fargo Bank, N.A.

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Dr. Wendy L. Dixon and Mr. Jeff Itell

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Mrs. Monica A. Dulemba

El Navarit Mexican Stores

Elite Autos LLC

Mrs. Catherine D. Elliott

Nefta and Courtney Erroa

Howard E. Etzel In Honor of the wedding of Nancy Etzel and Gabriel Lerman

**Express Employment Professionals** 

Figueroa Family

Mark and Claire Finfrock

First State National Monument

Arthur M. Fishman In Honor of Joel

Fishman and Pamela Biddle

Blair and Charles Fleischmann

Mrs. Constance S. Fleming

### **GIFTS TO \$999 (CONT.)**

**Jackie and Basil Maas** 

Mrs. Barbara Mancill

Mr. George W. Martin

Mrs. Maria Mata-Martinez

Terri Woodman and Iim McIntosh

Linda and Richard McKinstry

MINOAN LLC dba OXHAVEN

Mr. Douglas W. Myers and Ms.

Mr. and Mrs. Douglas T. Nakashima

Kimberly A. Brosnan-Myers

Mr. David D. Mooberry

Mrs. Deborah Moyers

Ms. Hillary Murray

Ms. Mary S. Myers

National Penn Bank

Mr. John D. Neiman

Mr. David T. Park

Penn Liberty Bank

People's Light

Dr Swarnalatha Neema

Gail and Denis Newbold

Ms. Margaret R. Patten

Ms. Kathleen Pearlberg

Penn Systems Group, Inc.

Pesticide Education Program

Mr. and Mrs. Donald P. Phillips

Mr. and Mrs. Jeremiah W. Powell

Shannon Rivera In Honor of Lenny Rivera

Maria and William Pfeffer

Mr. and Mrs. Michael Pia

Pietro Industries Inc.

Mrs. Betsy Quijano

Mrs. LeeAnn Riloff

Mrs. Eileen A. Robertson

Mrs. Regina C. Rogers

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IP and Michelle Sanchez

Mr. and Mrs. Abner Santiago

Mr. and Mrs. Jesse D. Saunders

Jamie O'Rourke

Mrs. Fatima Sattar

Mrs. Cindy Schmeltz

New Garden Monthly Meeting

Mr. and Mrs. Stephen A. Newcomb

Maid Brigade

Mr. and Mrs. Kevin Mackiewicz

Mr. and Mrs. Vernon C. Magin

Susan and Dale Frens

William and Adrienne Gallagher

Mrs. Helen C. Gannon

Mrs. Margarita Garay-Zarco

Mrs. Jeinny Garcia

Ms. Lise Garcia

Mr. Robert T. Garrett

Mrs Cristina Gonzalez

Ms. Jane Greenfield

Grove United Methodist Church

Mrs Lillian Gutierrez

Mrs. Araceli Guzman

James and Patricia Hagan

Elisabeth Harpham and Samuel Kursh

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Mr. Russell B. Jones Jr.

Kaolin Mushroom Farm

Mr Rudolf F Karkosak

Kennett Area YMCA

Kennett Insurance Services, Inc.

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Ms. Krystal Lee

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Lions Club of Kennett Square

Live Pure Chiropractic

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& Restoration

Bill Seybold

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Mr. Charles W. Stewart

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United Way of Southern

Chester County (Donors)

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Chester County Food Bank

Comcast

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Delaware Hispano Magazine

Ms. Ivy Desante

Donze & Donze Attorneys at Law

Ear Nose and Throat

El Campamento Mexicano

El Nayarit Mexican Stores

El Ranchero Mexican Restaurant

El Rinconsito Restaurant

ETent, Inc.

Ms. Lynne Evancho

**Exelon Corporation** 

Mrs. Lu Ann Fahndrich

Fairville Friends School

Family Service of Chester County

Forney Family Foundation

Fritangas

Genesis Health Care Corporation

Giant Food Stores

Giordano's Pizza

Ms. Jennifer Gottesman

Dr. George Henry M.D.

Hermanos Lara

Herr Foods Inc.

Hillendale Elementary School

Ms. Sheila Himes

Hockessin Friends Meeting

In memory of Peg McConnell

Jenner's Pond, Inc.

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Kennett Square High School Interact Club

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Mr. and Mrs. Bruce Koepcke

Mr. Michael Kowalski

La Michoacana Ice Cream Oxford

La Peña Mexicana

Legacy Martial Arts

Levin & Company

Longwood Dance Supply

Longwood Gardens

Mario's Mexican Bakery

Marshallton United Methodist Church

Mr. Joe Mazur

Ms. Beth McKee

Mexican Table

Mr. and Mrs. Chuck Nelsen

Paleteria v Neveria Tocumbo Penn Liberty Bank

Penn Medicine - Chester County Hospital

Philadelphia Union

Pickled Pickles

Pine Street Carpenters, Inc.

Plaza Azteca

**Quilts for Comfort** 

Mr. Edward J. Quinlan Red Sombrero

Reliant AV Productions

Rite Aid

Salon Colores by Araceli Leyva Soap Bucket Skincare & Candles Inc.

Dr. Barbara Stewart and Dr. Richard Brown

Talula's Table

Taste of Puebla

The Episcopal Church of the Advent

The Oasis Family Fun Center

The Hispanic Approach LLC

The Produce Place

Ms. Evelyn Thompson

Tienda 3 Diamantes

Mr. Rodrigo Torres

Unionville-Chadds Ford School District Vicson

Walgreens

West Chester University - Office

of Cultural Affairs

Westminster Presbyterian Church

This list includes contributions and payments made on pledges in fiscal 2016. Every effort has been made to produce accurate recognition lists. If you observe an error or omission, we apologize in advance and ask that you bring it to our attention by calling 610-444-7750 ext. 220 or emailing us at lriloff@lchps.org. Gift list includes payment on pledges.

### **BOARD OF DIRECTORS**

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Michelle Tucker

Domenic Vacca







#### **MISSION**

To help low-income residents of southern Chester County to stay healthy, build strong families, and lead productive lives by providing high-quality, culturally welcoming services.

#### **VISION**

With access to high-quality, culturally welcoming services to those in need, all residents of southern Chester County will be able to more fully benefit from and contribute to the social vibrancy and economic prosperity of the region.

#### FOR MORE INFORMATION

610.444.7550

www.LaComunidadHispana.org

Facebook.com/LaComunidadHispana.LifeChangesHere



La Comunidad Hispana 731 West Cypress Street Kennett Square, PA 19348

Oxford Community Health Center 303 North Third Street, Suite 2 Oxford, PA 19363

**Dental Center** 404 McFarlan Road, Suite 302A Kennett Square, PA 19348