



LCH HEALTH AND COMMUNITY SERVICES

**2023
ANNUAL
IMPACT
REPORT**





A WORD FROM OUR LEADERS

Dear LCH Stakeholders,

We are thrilled to present to you our annual report while celebrating a significant milestone in our journey—the 50th anniversary of LCH Health and Community Services. This year's report is especially noteworthy as we unveil exciting developments and initiatives that will shape the future of LCH.

Pia Center for Behavioral Health: A New Dawn in Mental Health Care

In line with our commitment to holistic healthcare, we are thrilled to announce the opening of the Pia Center for Behavioral Health. This modern facility provides compassionate and comprehensive mental health services by our team of experienced professionals, offering a range of counseling, therapy, and support programs.

New Electronic Health Record: Transforming Patient Care

To enhance the quality and efficiency of our healthcare services, LCH has implemented athenaOne[®], a cutting-edge Electronic Health Record (EHR) system. This technology ensures seamless coordination of patient care, improved communication among healthcare providers, and enhanced accessibility to patient information. athenaOne[®] marks a significant step forward in our mission to provide patient-centered, technologically advanced healthcare.

Health Center Week Community Event: Celebrating Together at Kennett Square Library

LCH organized a Health Center Week Community Event, in celebration of our 50th anniversary, bringing together other non-profit agencies, community members, and LCH staff for a day of health awareness, education, and celebration. The event showcased the various services of our community's non-profits and the services LCH provides, offered health screenings, and fostered community engagement at the new library in Kennett Square.

OUR BOARD

- John Rafferty, Chair
- James Curtis, Vice Chair
- Jorge Duchini, Treasurer
- Andrea Hickey Mills, Secretary
- Bethany Atkinson
- Roberto Ayllon
- Nolan Bennett
- Brian Kornet
- Julie Landgrebe
- Francis Lutz
- Alice Moorhead (Emeritus)
- Lisa Passante
- Adriana Perez
- Janet Rodriguez
- Deisy Tapia



Modernized IT Infrastructure: Enhancing Efficiency and Security

In response to the evolving landscape of healthcare technology and cybersecurity threats, LCH has undertaken a comprehensive modernization of our IT infrastructure, adopted a “cloud first” strategy, and strengthened our HIPAA cybersecurity program. Our commitment to staying at the forefront of technological advancements and HIPAA security is key to delivering the best possible care in today's rapidly changing healthcare environment.

Aledade Medicare Value-Based Medicine Partnership: A Strategic Leap Towards Better Healthcare

We are excited to announce our partnership with Aledade in advancing our commitment to value-based medicine. This collaboration positions LCH at the forefront of a transformative trend in healthcare, where the focus is on delivering high-quality care while controlling costs.

In closing, we extend our deepest gratitude to everyone who has contributed to LCH's success over the past 50 years. Together, we have built a legacy of care, compassion, and community. As we look to the future, we remain steadfast in our commitment to providing exceptional healthcare services that meet the evolving needs of our community.

Sincerely,



Ronan W. Gannon
Chief Executive Officer



John Rafferty
Chair, Board of Directors

OUR IMPACT

Maintaining a Healthy Weight and Great Attitude

Esther has been a patient with LCH for the past 5 years and we've been able to help her throughout various stages of her life. From uninsured to insured, LCH was able to help Esther on her journey to better health. Esther has been working closely with our family nurse practitioner, Kate Hoffer and loves the work Kate has been doing... Esther has been focusing on improving her health by reducing her weight. "Oh my gosh! I was up to 303 pounds and now I think I'm down to 267. I thank her (Kate Hoffer)." We are forever grateful for patients like Esther and look forward to supporting her on her health journey. "LCH is a good place, the doctors the nurses they talk you through it. Anything that you need they'll talk you through it... like I said Kate is the best person to be around, she'll talk you through anything".



Birds Eye View

In 2020, 7-year-old Ingrid started noticing something different with her sight. Everything started to seem blurry in one of her eyes. Our Pediatric provider, Atley Aaron noticed Ingrid couldn't see out of one of her eyes and thought it was best to refer her to an optometrist. Without insurance the cost for an eye doctor visit and glasses was going to be insurmountable. Maria was relieved when she saw the flyer showing the Eagles Eye Mobile van powered by Vision to Learn was visiting LCH. Maria states, "I'm ecstatic that she got her glasses." When asked how Ingrid felt with her new set of lenses Maria said, "She's so happy you can't imagine! She's so happy with her new glasses... Thank you so much! I thank you with all my heart!"

WHO WE SERVE

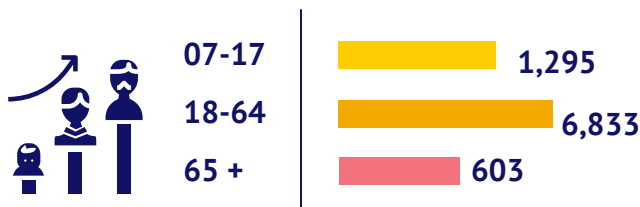
Patient Demographics

Biological Sex

 **60%**
Female

 **40%**
Male

Age



Insured Status

47%
Uninsured or
Self-Pay

32%
Medicaid/ CHIP/
Public Ins.

16%
Private/
Commercial Ins.

5%
Medicare

Ethnicity

- Hispanic Latino: 86%
- Non-Hispanic Latino: 13%
- Other (Non-Disclosed): 1%



Federal Poverty Income Level

- 100% FPL and Below: 42%
- 101% - 150% FPL: 21%
- 151% - 200% FPL: 8%



Race

- White: 96%
- Black/ African American: 2%
- Other (Asian/ Native American/ Alaska Native): 1%
- Unreported: 1%



Our Care: Patients with Active Diagnosis

- Anxiety (anxiety disorders including PTSD): 719
- Asthma: 168
- Depression: 359
- Diabetes: 1,040
- Hypertension: 1,368
- Obesity: 143

DONOR SUPPORT FOR BEHAVIORAL HEALTH

Community Funding Project

Representative Chrissy Houlahan successfully funded 14 Community Project Funding priorities, totaling \$10,079,774, through the House Appropriations Committee. LCH participated in the proposal process and is one of 14 community focused recipients of grant funding. “LCH thanks Representative Houlahan for her strong support of our mission on behalf of the nearly 9,000 patients we serve. LCH is celebrating 50 years of serving southern Chester County with comprehensive primary healthcare for everyone in the community”, said Ronan Gannon, CEO, “and the Community Project grant will help LCH to continue to adapt to and address our community’s evolving behavioral and mental health needs.”



Pia Center for Behavioral Health

Thanks to the generosity of Nancy and Michael Pia, LCH will have dedicated space for behavioral and mental health services at their West Grove location. “LCH understands the profound importance of health and mental well-being, and that is why Mike and I support them in their mission for equitable health care for all members of our community,” commented Nancy Pia.

The space will be purposefully designed to create a safe and welcoming place for patients seeking care. “LCH is passionate about providing state-of-the-art, accessible, integrated and equitable healthcare for everyone in our community” said LCH CEO, Ronan Gannon. “We want to provide our patients with the tools they need to lead healthier and happier lives.” The Pia Center for Behavioral Health at LCH will include group therapy and outpatient therapy spaces while also allowing for integrated care at our locations in Kennett Square and Oxford.



COMMUNITY HEALTH SCREENINGS

167

Community
Members Seen

36

Follow up
appointments

Where we Were

- Oxford Chamber of Commerce
- Walmart Pharmacy
- South Mill Champs Cochranville
- Manfredi Cold Storage



- Divine Sent Food Pantry
- PathStone
- The Garage Youth Center
- Lighthouse Youth Center



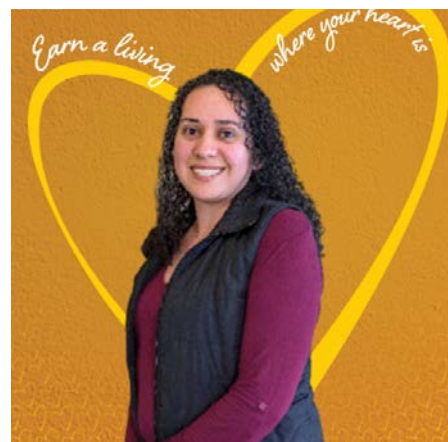
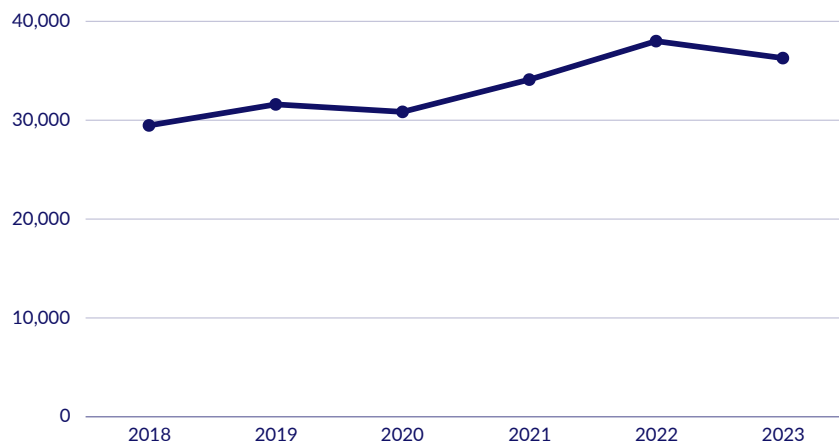
OUR SERVICES



Visits by Service

- Behavioral Health: 1,756
- Dental: 3,041
- Pediatric: 3,249
- Women's Health: 3,614
- Social Assistance: 8,544
- Primary Care: 16,083

TOTAL PATIENT VISITS



LCH WELCOMES athenaOne[®]

Athenahealth[®], a leading provider of network-enabled software and services for medical groups and health systems nationwide, announced that LCH Health and Community Services has implemented athenaOne[®], athenahealth's integrated, cloud-based electronic health record (EHR), medical billing, and patient engagement solution, as well as athenaOne[®] Dental, to provide a more unified experience for its patients and providers and to support the nonprofit's growth strategy.

FINANCIAL HIGHLIGHTS

STATEMENTS OF ACTIVITIES YEAR ENDED JUNE 30, 2023

	2022	2023
REVENUE AND SUPPORT		
Total Revenue and Support	8,886,551	12,048,878
EXPENSES		
Program Services	9,000,955	9,698,344
Supporting Services	1,697,680	2,311,822
Total Expenses	10,698,635	12,010,166
CHANGE IN NET ASSETS	(1,812,084)	38,712
STATEMENT OF FINANCIAL POSITION YEAR ENDED JUNE 30, 2023		
	2022	2023
CURRENT ASSETS		
Cash	2,469,999	2,124,661
Other Current Assets	856,366	1,446,910
Total Current Assets	3,326,365	3,571,571
Property and Equipment	3,269,332	3,206,545
OTHER ASSETS		
	128,670	829,474
Total Assets	6,724,367	7,607,590
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Total Liabilities	740,067	1,584,578
NET ASSETS		
Total Net Assets	5,984,300	6,023,012
Total Liabilities and Net Assets	6,724,367	7,607,590

REVENUE 2023

Contributions Revenue	2,360,463	19%
Government and Other Contract Revenue	5,737,016	48%
Program Service Fees	3,944,734	33%
Other Support	6,665	

TOTAL REVENUE 12,068,878

CONTRIBUTIONS REVENUE 2023

Individuals	374,139	16%
Foundations	1,562,365	66%
Corporations	113,426	5%
Government	50,500	2%
Other	260,033	11%

TOTAL CONTRIBUTIONS 2,360,463

EXPENSES 2023

Program	9,698,344	81%
Fundraising	198,763	2%
Management and Administrative	2,113,059	17%

TOTAL EXPENSES 12,010,166

OUR FUTURE

50 Years of Dedication: A Golden Jubilee Celebration

This year, LCH commemorates a remarkable 50 years of unwavering commitment to the health and well-being of our community. From our beginnings as a social services agency, we have evolved into a community health center offering comprehensive primary healthcare, touching the lives of almost 9,000 individuals. We express our deepest gratitude to all who have been part of this journey—our dedicated staff, supportive community, and steadfast partners. Our future will be celebrated, innovative and expansive as we move forward alongside our community. LCH will remain nimble so that it can meet the evolving needs of our community's underserved residents.

OUR DONORS

GIFTS OF \$1,000,000 AND ABOVE

Michael and Nancy Pia Foundation

GIFTS OF \$250,000 AND ABOVE

Independence Blue Cross Foundation

GIFTS OF \$100,000 AND ABOVE

United Way of Southern Chester County
Pennsylvania Association of Community Health Centers

GIFTS OF \$50,000 AND ABOVE

Alice and Rodman Moorhead, III
Blue Yak Foundation

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

Ann and Steven Hutton Fund
Applestone Foundation
Chester County Commissioners
Chester County Fund for Women and Girls
Comcast Foundation
Constellation
Delta Dental Community Care Foundation
Domestic Violence Center of Chester County
Greg and Kathy Ann Joseph
Holly & Bradford Swett Charitable Foundation
Joel and Paula Rind
Mary Anne and Edwin Sparks
Mr. and Mrs. Michael J. Moran
Oxford Area Foundation, Inc.
Robert E. Lamb Foundation Inc.
The Roemer Foundation
United Way of Chester County

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

Ms. Anne Humes
Health Care Improvement Foundation
John and Carlene Jackson
UnidosUS
Siemens Energy
Casey Family Programs
Matz Family Charitable Fund
Franny and Franny Abbott

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

Ms. Andrea Hickey-Mills
Ann LaPides
Avon Grove Lions Foundation, Inc.
Barbara and James Mercante
Beiler-Campbell Realtors and Appraisers
Ms. Betty Garrett
Brooke & Rodman W. Moorhead, IV
Brown Advisory
Ms. Carol Ann Raviola
CCRES
Cherie L. Wright
Chester County Women's Commission
In memory of Dr. Verplank
Ms. Doris A. Hoffman
Elizabeth and Burling Vannote Charitable Fund
Eric and Nina Hansen
Evangelical Lutheran Church of St Michael the Archangel
Forney Family Foundation
Mr. Francis and Mrs. Marjorie Lutz
Frederick and Patricia Meserve
Fulton Bank
Gawthrop Greenwood, PC
Greg Lambert
Haggerty, Goldberg, Schleifer & Kupersmith, P.C.
Hockessin Monthly Meeting of Friends
James and Janet Kane
James J. Ciarrocchi
James S. Herr Family Foundation
Jane and James Greenfield
Jeffrey and Michelle Liebesman

GIFTS OF \$1,000 TO \$4,999 (continued)

John and Kerry Harper
John and Susan Caldwell
Johnson & Johnson HOLA Chapters
Kate Marcus
Leslie Thornton
Lisa Passante
Longwood Rotary Foundation
Manfredi Cold Storage & Distribution, Inc.
Melanie Chadwick
Michael and Karen Forwood
Oxhaven Communities
Nancy Arnosti
Pen Cap Online Marketing, LLC
People's Light
Phillips Mushroom Farms, L.P.
Ronan and Lathie Gannon
Mr. and Mrs. Ryan McCann
Run2Shine, Inc.
Samuel Slater and Lornie Forbes
South Mill Champs
T Walter and Marjorie Herbert
The Commonwealth Group
The Mushroom Festival, Inc.
The Walmart Foundation
Thomas and Frances Roosevelt
United Way of Greater Philadelphia and Southern New Jersey
William O. LaMotte III

GIFTS TO \$999

ACE Anti Human Trafficking Alliance of Oxford
Adam Faulk
Adriana and Christopher Fazio
Alan Silverman
Alex Marple
Alex Smith
Alexa Gray
Ali Devlin
Alison Payne
Allie King
Amanda Ayala
Amanda Blevins
Andrew Short
Angela Gonzalez
Annette and Wesley Bowers
Anonymous
Antone and Dorothy Ortaldo
Arthur Goldman and Melissa Kurtzman
Barbara and Thomas Mancill
Barbara Harrison McPherson and Michael McPherson
Barbara Rowley
Barbarajene Williams
Barry and Rachelle Kanofsky
Baylee Couch
Bell-Cole Family Foundation
Beth Morling and Darrin Pochan
Bethany Atkinson
Beverly Hartgrove
Blair and Charles Fleischmann
Brad Schofield
Brandywine Conservancy
Brian E. Kornet
Brian Majeski
Candy Robinson
Carmen Rivera
Carol Warren
Carter Lindborg
Casey Slinkard
Catherine Alvarez
Catherine Byers
Cesar Garcia
Charles and Karen Kruelle
Charles Holden
Cheri Boyer

GIFTS TO \$999 (continued)

Cheryl McCann
Chris and Suzanne Hughson
Christa Vanderbilt
Christine Allen
Cierra Brady
Claire Lewis
Clara Vasquez
Cora Stokes
Courtney and Neftali Erroa
Courtney Balbach
Cyndi Valencia
Dan and Elaine Burgess
Danielle Prior
David A. Othmer
David Elder
David Ross
David J Wierz
Dawn Cox
Deborah and Bruce Whitney
Denis and Gail Newbold
Diane DeVestern
Domenic Vacca
Donna Hosler
Douglas Myers
Kimberlee Brosnan-Myers
Edward and Julia Farber
Edward Tetterer
Elizabeth Baker
Elizabeth M. Hutz
Elizabeth McGettigan
Elizabeth Warren
Elk Ridge Social Club
Elva B. Johnson
Emily Bettencourt
Emma Morgan
Erica Juarez
Erik Garay
Ernest and Gabrielle Kimmel
Esmeralda Barruea
Mr. Richard C. Bingham
First Baptist Church of Kennett Square
Gebron Wholesale
Gertrude and John Steel
Givinga Foundation, Inc
Gloria Adriana and Daniel Perez
Graciela Ruiz
Gretchen Wright
Guillermo R. Juncos
Gwendoline Knapp
Harendra Patel
Hedvika Knoth
Helen C. Gannon
Helen nd John Hammerschmidt
Hugh Simmons
Ian and Mariel Whitney
Ignacio Peñaloza
J. Clayton and Starr Bright
Jake Devlin
Jake Stokes
James and Dorothy Beck
James and Nancy Haughton
James Curtis
James Gillespie Blaine
James Gillespie Blaine
James Mini
James W. Wheeler
Janet K. Johnston
Janet Rodriguez
Jeanne E. Franklin
Jeffrey Marblestone
Jennifer Reptsik
Jesica Koth
Jessica Fuentes
Jill Beech

GIFTS TO \$999 (continued)

Joe & Cathy Huston
John and Ann Taylor
John and Carol Lamond
John and Mary Devido
John and Mary Lou Vansant
John and Nancy Papay
John and Sandy Slauch
John Masciantonio
John Nester
John and Sarah Rafferty
Jose Bernal
Joseph Greco
Josh Holmes
Judith A. Hinds
Judith and Maurice Hare
Judith Gibson and David Nelson
Julane Knobil
Julia Coll
Julitzy Lemos
Kara Ziai
Karen Mudgett
Karrie Loatman
Kate Hoffer
Kate Kearney
Kate and Thomas Wickersham
Katharine and Ethan Dubow
Katie Slauch-Boozer
Kelly and Steve Blewitt
Kenneth and Moira Mumma
Kimberly Wright
Kristy Douglas
Landhope Corporation
Lani Morales
Larry Young
Laura and Kevin Mackiewicz
Ms. LeeAnn Riloff
Legacy Martial Arts
Leonard and Shannon Rivera
Leslee Schad and Louis Kaplan
Leslie Dorsey
Leyla & Co. LLC
Leyla Lewis
Lin Klein
Linda Carter and Patrick Hardesty
Lisa Atkinson
London Grove Monthly Meeting
Louise and John Bennett
Luz Phelps
Lynn Hickey
Lynne Kent
Mae January and Timothy Sterrett
Marcos Navarrete
Margaret E. Draegert
Margarita Garay-Zarco
Margie Terrana
Maria Avila
Maria Mata-Martinez and Yony Gonzalez
Maria Rufe

Mark & Dorothy Guerra
Mark and Anna Myers
Marshall Oram
Martha Straus
Martin Pena
Mary and Bruce Knapp
Mary Maslar
Mary Roth
Mauricio Juarez
Mayra Richards
Meghan Cross
Merwin and Margaret Soash
Michael Woodin
Michele Roberts
Mikki and John Washburn
Monica Carreiro
Nancy and Theodore Harrison
Natalie Pabon
New Garden Monthly Meeting
Norma Diego-Flores
Oxford Presbyterian Church
Pamela Stephani and Richard Morelli
Patricia Hazzard
Patricia R. Doria
Paul Hoffer
Paul Keene
Paul Salvo
Paula and Randy Brenn
Peter Hohenstein
Rachel Harad
Rebecca K McAndrews
Regina and Matthew Rogers
Richard and Holly Gross
Richard D. Skeirik
Richard Kupersmith
Richard Lyon and Pamela Allenstein
Robert and Jane Dols
Robert and Louisa Leipold
Robert and Marcy Fenza

Robert and Mary Howie
Robert and Patricia Scott
Roberto Lara Lara
Ron and Karen Hoess
Ronald G. Burke
Rudolph F. Karkosak
Samantha Carlin
Sara Garay
Scott and Susan Wartel
Selina Toedter
Shari Cooper
Sher-Rockee Mushroom Farms
Sondra and Wayne Waibel
Stephen Roberts
Steve Fulmer
Steven and Deborah Casey
Steven and Margaret Castorani
Susanne Betz
Suzanne Noble
The Pearls of Distinction Foundation
The William K. Stewart Sr. Foundation
Theresa A. Marchesani
Theresa L. Marran
Thomas Argyris
Thomas McGrail
Thomas Rush
Tiffany Boyd
Tyler Arkatin
UBS Financial Services
Unitarian Congregation of West Chester
United Way of Delaware
Vanguard Community Fund
Vernon and Catharine Magin
Vicky Wallace
Victor Esparza
Victoria Rutkas
Vincent Badali
Vivien Gale Brewer
Weaver Simmons
Wendy and Jeremiah Powell
William and Adrienne Gallagher
William and B.D. Lockard
William and Gail Van Wie
William and Linda Riondet
William and Noreen Haubert
William Hoffer
William Penn Foundation
William Wylie
Wilson King and Victoria Vinton
Yessenia Ortega
Zach Fleming

GIFTS-IN-KIND

Direct Relief
Longwood Gardens
Maris Grove Blanket Circle
Nella's Naturals
Safeguard



LCH

HEALTH AND COMMUNITY SERVICES

**CELEBRATING 50 YEARS
OF MAKING THE MISSION POSSIBLE**



OUR MISSION

LCH's mission is to improve the health and well-being of people and communities by providing high quality healthcare, resources, and social services.

OUR VISION

LCH will set the highest possible standard for community health and wellness by creating and sustaining the resources, conditions, and opportunities that enable all LCH patients and community members to experience their optimal health and wellness.

OUR VALUES

Respect
Excellence
Patient-Centered
Community-Focused
Dedication

